CBW
Coach and Bus Week
The PSV industry's news weekly • 8 June 1996 • Issue 221

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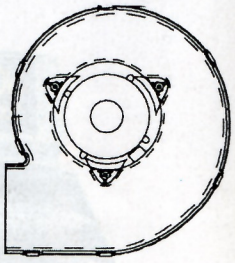

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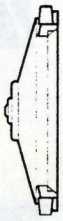

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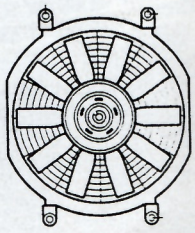

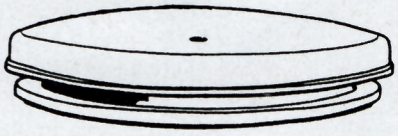

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CBW
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Coach and Bus Week is published by Emap Automotive, part of Emap Business Communications, Wentworth House, Wentworth Street, Peterborough PE1 1DS
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Credit card hotline 0181 868 7618
Readerlink back issues department
0181 868 6625

Typesetting and origination: Meridian In Colour, Newark Road, Peterborough

Printing: William Gibbons, Wolverhampton

CBW is available only by pre-paid subscription
Domestic subscription rate is £49 per year; Europe £92 and worldwide air mail £124
All rates include postage

Contributions should be sent to The Editor, *Coach and Bus Week*, Wentworth House, Wentworth Street, Peterborough PE1 1DS

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ISSN 1351-3877
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Don't miss out

THIS week sees the eagerly-awaited launch of the 1996/7 Coach Industry Awards — the launch you can't afford to miss. There are changes, particularly in relation to the entry procedure, but the important message is "if you don't fill in the form, you cannot win."

Now in its third year, the Awards event has gone from strength to strength and we have taken the opportunity to move to an even larger venue, Purbeck Hall, which is part of the Bournemouth International Centre. In year one we exceeded our wildest dreams, with 400 guests present in the Queens Hotel, Leeds. Last year it was 600 at the Metropole, Birmingham. Bournemouth will be even bigger.

Such rapid expansion is confirmation that the Awards meets a need to recognise and reward excellence in the coach tourism industry.

The event was born as a consequence of the barrage of ill-informed publicity attacking coach safety. Something had to be done to redress the balance and a high-profile celebration of all that is best in the industry seemed essential.

Although the concept has been embraced by operators and suppliers alike, there is still a long way to go before the popular view coincides with the reality.

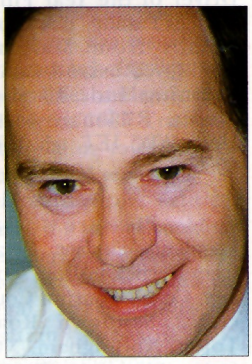
The main difficulty is the link forged between safety and quality. We are all too familiar with the demands which follow a serious accident, but the principal aim must be to demonstrate that all is being done to avoid such disasters.

Excellence and quality are the key words.

It's a concept that can be applied at all levels of service without dismissing excellence as synonymous with the most expensive.

It means doing everything well and that is what we are anxious to promote through the Awards.

Don't forget to enter.



Mike Morgan
Editor

events

10 June: One-Day CPT members-only Conference on Disability Discrimination Act, Royal Academy of Engineers, 29 Great Peter Street, Westminster. To be opened by local transport minister Steven Norris MP. Details from CPT on 0171 831 7546

18-19 June: EUR NAV 96 — Vehicle Navigation Location and Control conference, The Church House Conference Centre, Dean's Yard, Westminster, London SW1P 3NZ. Details, The Director, The Royal Institute of Navigation, 1 Kensington Gore, London SW7 2AT, tel 0171 589 5021, fax 0171 823 8671

20 June: Buses Worldwide annual general meeting, followed by Steve Guess illustrated talk on 'Sydney Independents'. Fred Tallent Hall, Drummond Street, London NW1, 7pm. Details from Ian Johnston, 3 Cypress Drive, Fleet, Hants, GU13 9HE

20 June: New Opportunities for Transport in Rural Britain. One-day course organised by Oxford Brookes University School of Planning to be held at Moreton in Marsh, Gloucestershire. Details from Pamela Simpson on 01865 484876, fax 01865 484884, email pasimpson@brookes.ac.uk

30 June: Thornycroft Centenary Run, Chiswick to Basingstoke. Details from Gary Wragg, senior convener, Hampshire County Council Museums Service, Chilcomb House, Chilcomb Lane, Bar End, Winchester, Hampshire SO23 8RD. Tel 01962 846304

14-15 September: UK Bus Driver of the Year Final, Princes Parade, Blackpool. Details from Margaret Buckley, Bus and Coach Training Ltd, 43 High Street, Rickmansworth, Herts WD3 1ET, tel: 01923 896607

16 September: Coaching For Pleasure Day, Legoland, Windsor. Details from Derrick J Alsop, secretary, Coach Tourism Council, 2 Sandown Road, Toton, Nottingham, NG9 6GN, tel/fax 0115 973 2260

▼ Coach and Bus

Citybus takeover

Hants & Sussex bought from administrative receivers

by Robert Izzard

SOUTHAMPTON Citybus managing director Ian Phillips has confirmed his company's takeover of the routes and trading name of Hants & Sussex Motor Services from administrative receivers Levy Gee.

Mr Phillips said: "It is an opportunity to keep the Hants & Sussex name going. All we have acquired are the assets as we see them. The actual trading companies will remain with the Williams family, or whoever they currently reside with."

Southampton Citybus has taken over some of the vehicles and will continue to operate using the Hants & Sussex name from existing depots in Dunsbury Way, Leigh Park, and the lorry park in Havant. Its routes linking rural villages with Portsmouth, Havant and Chichester are outside the Citybus urban territory in Southampton..

The Southern Bus and Coach Company Ltd, formerly BS Williams Ltd and trading as Hants & Sussex, went into administrative receivership last month (*CBW*, 25 May).

Five days later BS Williams Ltd pleaded guilty to seven charges at Havant Magistrates Courts in respect of vehicle defects. It was fined £5,500 plus £120 costs.

Phillips: 'opportunity'

Hampshire Fraud Squad is investigating allegations by Viv Williams, son of Hants & Sussex founder, Basil Williams, after an earlier failed bid by Isle of Man-based Overseas Brokers Ltd.

▼ Coach

Trathens sells to Parks of Hamilton

PLYMOUTH operator Trathens Travel Services has sold out to Scotland-based Parks of Hamilton.

The Trathens name, goodwill and all assets except the Burrington Way depot will pass to Parks of Hamilton Holdings, via Trathens holding company Timeultra Ltd. But managing director Mike Trathen will still be at the helm.

Parks gets a business which has grown in recent years, and is now one of Nat Ex's biggest operators of services, utilising a rented depot in Rotherham. Out of the 42 vehicles, 28 are in Nat Ex livery, operating 24 diagrams and 32 of the fleet are top-spec double-deck coaches – formerly Neoplans but gradually being replaced with Van Hool Astrobels on B12R chassis.

Employing around 100 staff, Trathens gains most of its income from Nat Ex but it also has private hire contracts and a band-bus operation, StarRider.

Timeultra's turnover rose to £6.16 million (£5 million in 1993) in 1994, and pre-tax profit to £0.45 million (£0.41 million). A consistent margin of around seven per cent of turnover has reportedly improved dramatically during 1995. Parks' turnover at the end of March 1995 was £87.3 million, with pre-tax profit of £2.7 million.

Mike, who was a major shareholder with his brother David Trathen, had long been rumoured to be selling, and the deal with Douglas Park comes after a long friendship between the companies.

▼ Coach

WALLACE Arnold has marked its 70th anniversary with the re-introduction of a 38-year-old AEC-chassied Plaxton Consort for promotional work. Operations director Stephen Barber said: "All of the mechanical work and most of the bodywork was done in house when time allowed. Plaxton rebuilt the frame, we had new seats made, and Holdsworth made up new moquette to the original pattern."

▼ Coach

Jupp leaves Moseley's

GRAHAM Jupp has left Alf Moseley's newly-opened Moseley Continental dealership after just three months.

Mr Jupp was taken on in March - from Vin Moseley's Moseley PCV in Doncaster - to sell used coaches and new Portuguese-built Marcopolos on Dennis. Now he is set to join Stuart Johnson's SJ Carlton dealership in Rotherham later this month as the first of two new regional sales managers.

▼ Bus

Pathfinder shows a new way forward

Operator franchising services and building vehicles

by Mike Morgan

SURPRISE buyer of the TBP minibus building business is the Pathfinder Shuttle Co of Newark, the 25-vehicle minibus operator which has embarked on a trailblazing franchise scheme for local-service operators.

TBP went into receivership last month but bodybuilding continued as receivers, KPMG, started their search for a buyer (*CBW*, 11 May).

Contracts have now been exchanged, transferring the assets and goodwill to Pathfinder. Production of the 25-seat low-entry minibus, based on 2.5-litre diesel-engined Peugeot Boxer, relocates to a factory in the Lichfield area and existing workers are expected to transfer.

Pathfinder chairman, Gary Lee, told *CBW* output would build up to five vehicles per week by Christmas, doubling by this time next year.

Although based on TBP's Freeway II, the minibus will be renamed the Pathfinder Shuttle. However, it will not be available on the open market. Mr Lee said: "It will only be sold as part of an operating strategy to franchisees.

For Mr Lee the TBP acquisition is the culmination of a plan to offer franchised local services so that small operators have access to an infrastructure and resouces that enable them to compete on an equal footing with large operators.

The first of four Pathfinder franchises started three years ago, representing 20 per cent of its fleet. However, Mr Lee says expansion was restricted by access to a suitable vehicle - until now.

TBP's Freeway II met his requirements and the company had taken five of an order for 25 when the receiver was called in.

A second key to opening up franchising to a wider market is a high-tech point-of-sale machine currently undergoing road tests after three years of development. It will transmit live data from an on-board computer that doubles up as a ticket machine.

▼ Coach

Thirteen Rapsons vehicles suspended

RAPSONS Coaches has had 13 coaches suspended for a week. Speeds by Rapsons drivers averaging 70 to 74 mph in 50 mph zones while operating on behalf of Scottish Citylink Coaches led to the suspension of the 13 vehicles from its 36-vehicle licence for one week from 27 June.

Both Rapsons, of 1 Seafield Road, Inverness, and Scottish Citylink, of Buchanan Bus Station, Killermont Street, Glasgow, appeared before Scottish traffic commissioner Michael Betts at an Inverness disciplinary inquiry (*CBW*, 1 June).

However, he took no action against Citylink apart from criticising their timetables, which could only be adhered to by drivers speeding. He said he would no doubt be accused of taking a "Scottish cop-out" but he'd had assurances from Citylink there would be a review of all timetables. He required to see the results when that review, along with one also being carried out by Rapsons, was completed.

Photograph courtesy Thomas Bryceland

Rapsons operates inter-urban vehicles on behalf of Scottish Citylink

DoT traffic examiner Mark Dunnery said that, out of a total of 1,000 tachograph charts belonging to Rapsons which he and a colleague examined for the months of October and November last year, around a third demonstrated significant speeding by drivers. They had found drivers averaging 70 to 74 mph in 50 mph zones and he cited an example of a speed of 78 mph being maintained for up to 15 minutes at a time.

Warning that speeding coaches would not be tolerated on Scottish roads, Mr Betts said it was always difficult to know how to deal with a large rural PSV operator on whom the local community relied every day for services.

Revocation would be too severe. A complete licence suspension would affect north Scottish residents, hence the penalty he was imposing, which reflected the percentage figure of drivers involved on the tacho charts analysed.

Mr Betts said Rapsons had corresponded with the Traffic Area Office over worries about speeding coaches on some of its routes, following allegations in a Sunday newspaper, and the company had given assurances its drivers would be given instructions about adhering to speed limits. Despite that, 18 months later these offences had come to light.

The commissioner felt there was insufficient evidence to act against both companies under Section 26 of the 1985 Transport Act relating to the operation of local services.

However, said Mr Betts, if a service could not be operated to the timetables laid down within the legal speed limit on Britain's roads, it must be dangerous. CBW

In brief

Varity match

LUCASVARITY is the new holding company for the merged Lucas Industries and Varity Corporation. Group sales exceed £4.4 million, making it number two worldwide producer of light vehicle braking systems and the world's second largest manufacturer of diesel fuel injection systems.

Asbestos-free

FERODO has developed its F2020PCV asbestos-free drum brake lining specifically for PSV applications such as inner-city stage carriage and long-distance operation, promising increased lining life, noise resistance and brake performance.

Close encounters

WEDLAKE Saint, the firm of solicitors specialising in the coach and bus industry, has opened two new offices, one at Staines and one at St Albans. Barry Prior said part of the rationale was to be more accessible to clients in the north and west of London.

Personal choice

DVLA expects high demand for its P prefix Select Registrations when on sale from 10 June. The new range of personal numbers, which can be used on vehicles first registered from 1 August 1996, can be purchased on hotline - 0181 200 6565 - from £399 to £1,999.

Chinese deal

SETRA has signed a deal with China for the supply of 120 ckd kits for a model last built in the Ulm plant in September 1991 - Setra S215HD coach with Mercedes-Benz engine. Delivered over a 12-month period, the coaches will be built in the Feihe Automobile Works and result from increased Chinese demand for premium coach travel.

▼ Coach

Counting cost of lane ban

Industry's worst fears confirmed

By Mike Morgan

SIX months into the two-year controversial outside lane ban experiment and a clear picture has emerged of its impact on the coach industry.

Analysis of responses to the *CBW* questionnaire corresponds with those received by the Confederation of Passenger Transport.

The industry's worst fears are confirmed, with trucks boxing in coaches for long periods and slow car drivers reluctant to move out of the way when the nearside lane is available for use.

The biggest worry is the effect on safety as drivers experience increased frustration and stress as they are held behind 'middle lane hogs' and struggle to keep to schedule — especially on hills. One operator said: "Ability to avoid delays is reduced — eg in traffic back-up behind an accident when the coach cannot use all lanes."

Although operators and their drivers have adjusted to the new regulation, they say coach travel is now slower — between five and 15 per cent.

Specific examples include:

- extra hour from South Wales to Dover
- around 45 minutes added to trips from Manchester to London, Devon and Isle of Wight
- Yorkshire to London or Devon add one hour
- Yorkshire to Cornwall add two hours
- double-manning now necessary on Devon to London adding 15 to 20 per cent to costs

Other effects are: fewer pick-up points, extra driver, or reduced time at destination.

Overall the outside lane ban is putting a squeeze on operating profits unless costs are passed on to customers in higher prices or reduced level of service.

Transport minister Steven Norris is on record as saying that a Government statement would be made after a full two years accident data had been studied.

Middle-lane traffic is not always free flowing

▼ Coach and Bus

Old Leyland characters celebrated in style

WITH over 200 historic vehicles packing the town centre streets, a centenary of coach, bus and truck building in the Lancashire town of Leyland was celebrated in style last Sunday.

Owners of the numerous types of vehicle produced in the town since 1896 and all bearing the name Leyland travelled from throughout the country to participate in the once-in-a-lifetime event.

Notable among the PSV vehicles on the display were first and last Atlantean for a UK operator, last Tiger for Ulsterbus, last Leyland Olympian for Stagecoach.

Pre-war vehicles of particular note included a rare three-axle Tiger coach once owned by local company, Singleton, and a beautiful Lioness charabanc.

Loyal Lancastrian Leyland buyers represented were Ribble, Standerwick and Preston Bus.

Otherwise star attractions were: the famous racing car in which the company's then chief designer, Parry Thomas, was killed while attempting a land speed record on Pendine Sands in 1927; the oldest British-built bus in existence, a 1908 Leyland X2 decker; 1939 Leyland Lynx fire engine and the 1980s' Popemobile.

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▼ Coach and Bus

CPT backs campaign

THE Confederation of Passenger Transport has thrown its weight behind the *Don't Choke Britain* campaign launched last week by transport secretary Sir George Young.

The campaign is in its third year and will run throughout June. It consists of a series of initiatives and events designed to promote the importance of reducing emissions — by using cars less and alternative forms of transport more.

"It is vital people understand the dangers of environmental pollution in this country and react accordingly," said CPT president Ron Whittle. "We must persuade people to use public transport wherever possible, but this can only be achieved by the Government, local authorities and public transport operators working together."

Over 140 groups and councils throughout the UK are participating in the campaign. There will be 'car-free' days and public transport will be cheaper in some areas, where operators have agreed to reduce fares.

Stagecoach is the most visible bus company to support the campaign. It is offering a 20p flat fare on 30 June in Newcastle upon Tyne, half-price fares on 4 June in Winchester, and extending off-peak fares to an entire day in Gloucester.

▼ Bus

Second gas MetroRider for Reading

But this one has Cummins engine

Vehicle joins nearly 70 other Optares in fleet

By Andrew Jarosz

READING Buses has purchased its second gas-powered Optare MetroRider, which has joined the prototype delivered last year, on services operated by the company's Newbury depot.

Unlike its predecessor which was powered by a Rover V8 engine, this 25-seat MetroRider is driven by a Cummins B series power unit similar to those in Dennis Darts at Southampton and Bristol.

Apart from the engine, which is rated at 150 bhp, 470-litre Compressed Natural Gas (CNG) fuel tanks and an additional intercooler, the vehicle is the first of a new batch of buses, identical to the 17 already delivered to the Berkshire company.

The fast-flow, wide-bodied, long-wheelbase vehicle also joins nearly 70 other Optare-bodied vehicles in the fleet.

Reading Buses, which has already experimented with other forms of alternative fuels, maintains a compressed natural gas filling station at its Mill Lane depot, and offers its services to other companies operating CNG-powered vehicles.

Consequently both CNG buses will remain based at Newbury, but could operate longer distance services to Reading and Oxford, which are well within the estimated 150-mile range of a 'full tank'.

Deltas 'transform rural services'

THE environmental benefits of running new Optare Deltas on rural services in Berkshire is also being monitored by Reading Buses. The municipal operator is now in its second phase of Delta introductions — three bought last year and seven just delivered.

"The presence of Deltas in lieu of ageing Leyland Nationals in the countryside of Berkshire has transformed the image of our rural services," said Paul Shepherd, engineering director at Reading Buses.

"The low-emission engines are a complete contrast to the 510 engined Nationals, which emit visible smoke."

The Deltas are all fitted with kneeling devices, destination displays to the front, side and rear and 47 dual-purpose, moquette-trimmed seats. A saloon luggage pen has been added to the nearside rear of the entrance.

Reading now runs 20 Deltas and has a relationship with Optare stretching back to 1988, when 10 Olympian double deckers were built under licence from Leyland Bus.

Since then it has taken delivery of a total of 87 Optare buses, including nine Spectra deckers and 14 Vecta 10-metre Citybuses.

Deltas have low-emission engines, and kneeling suspension

▼ Bus

First of 120 'green' Alexander/Volvos for SBH

SB HOLDINGS, which received a £110 million bid from First-Bus last month, has taken delivery of the first of 120 low-emission single and double-deck buses as part of a £12 million deal involving Alexander and Volvo Bus.

All the vehicles are fitted with Euro 2 engines — well ahead of the legislative deadline of this October.

"The technology has just become available to introduce this low-emission bus into our fleets and we are well ahead of any legislative requirements for us to do so," said Peter Shaw, executive chairman of SB Holdings. "I believe the introduction of these buses with their remarkably low emission levels, as well as reduced noise levels, will be welcomed by the general public and passengers alike."

The order is split equally between single-deck PS type bodies on B10M chassis, with 49 seats and luggage pens, and 9.6-metre low-height deckers which can take 79 seated and 15 standing passengers .

As if to underline the vehicle's green credentials, the aluminium bodies can be fully recycled.

▼ Coach

Think 'how much' not 'how little'

We talk to Bill Courtney at Courtney Coaches

COURTNEY'S CHECKLIST TO PROFITABLE COACHING

1 Think "how much can we get for this trip?" not "how little?" Don't do it if it doesn't make money.

2 Exceed customer expectations, eg fit air conditioning before competitors and you give people another reason to choose YOU.

3 Sign up three-year contracts, avoiding seasonal pricing

4 Monitor driving — with tachos, advanced instructors, customer feedback and the driver's own appraisal.

Coaching for Profit is run in conjunction with *CBW* to help operators increase profitability. For details on the Conference at Expo 96, call Roger Batson on 01494 671868.

What makes you profitable?

"We simply never undercut. We've got business coming out of our ears. We can't take on any more work in June and we've only six days left in July (as at end of May). August is also fully booked and this is with an extra two new vehicles.

"We're seldom the cheapest because we sell on a complete and quality service - punctuality, presentation, helpful drivers, safety and luxury (videos etc). We never compromise on price because we never compromise our quality. We used to do our own excursions but the local competition drove down the rates so much we decided to get out.

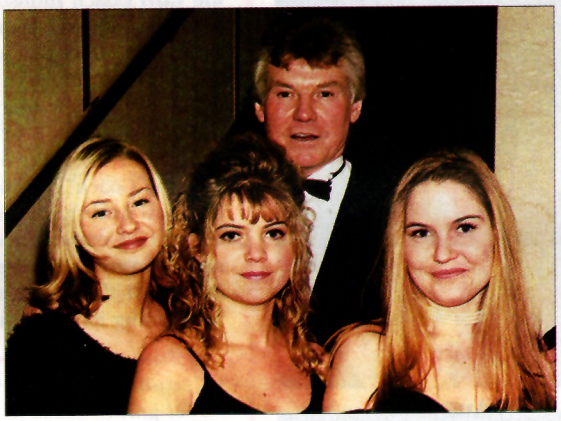
"Most of our business is in private hire and the remaining third in contracts. We like three-year contracts which avoid the 'pricing silly season'. Our markets don't demand new coaches but they do want immaculate vehicles — they're steam-cleaned every six weeks and other companies use our maintenance facilities as they're that good. We're also very effective."

How are you effective?

"I run the company with my wife and three daughters. They look after the office, I look after the drivers. We also have a cracking Distinctive Systems Private Hire System which is linked to pricing tables and Autoroute for quick quotations. Our drivers came up with an idea which saved us £50K a year. I gave them £25K - split between them - as a reward. We get business through a lot of direct mail and sales visits and just one ad in Yellow Pages."

How do you monitor quality?

"Drivers assess themselves and then we call a selection of customers from time to time. Drivers are monitored for safety and smoothness by professional instructors and we study the tachos regularly."



Family man: Bill Courtney with his daughters

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1995 M DAF DB250 Auto, Northern Counties Palatine II, 77 double deck
1995 M EOS 90 49R, toilet, air conditioning
1995 M DAF SB3000 WS Van Hool Alizee 'H', 51R/Toilet
1995 M DAF SB3000 WS Auto Van Hool Alizee 'H', 51R/Toilet
1995 M DAF SB3000 WS Auto Van Hool Alizee 'H', 55R
1995 M DAF SB220 Auto Ikarus Citibus, 48 str
1995 M SB220 Auto, Northern Counties Paladin, 49 str bus
1994 L EOS 90 49R, toilet
1994 L DAF WS3000 Van Hool Alizee 'H', 51R/Toilet
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1990 G MB230LB Van Hool Alizee 'H'
1990 G DAF SB3000 Van Hool 'SH', 49/Toilet
1989 F DAF SB2305 Van Hool Alizee 'DH', 53R
1989 F DAF SB2305 Van Hool Alizee 'DH', 51R/Toilet
1989 F DAF MB230LT Plaxton 3500, 51R/Toilet
1989 F DAF MB230LB Plaxton 3500, 53R
1989 F DAF MB230LB Plaxton 3500, 51R/Toilet
1988 E DAF SB2300 Van Hool Alizee, 51R/Toilet
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1990 G VOLVO B10M Plaxton 3500, 49R/Toilet
1990 G DAF DHTD Duple 320, 57R
1989 PP BOVA FUTURA FHD, 49R/Toilet
1989 SB3000 Plaxton 3500, 51/Toilet
1988 VOLVO B10M, Plaxton 3500, 49R/Toilet
1988 PP BOVA FUTURA FHD, 49R/Toilet
1988 E DAF SB3000 Van Hool Alizee 'DH', 51R/Toilet
1988 F SB3000 Van Hool Alizee SH, 49R/Toilet
1987 E SB2300 Plaxton 3200, 55R, air conditioned
1987 E DAF SB2300 Plaxton 3500, 53R, air conditioned
1987 D DAF SB2300 Van Hool Alizee 'H', 49R/Toilet
1987 D DAF SB230LB Duple 340, 53R
1987 D VAN HOOL T815, 51/Toilet
1986 C DAF MB200FL Plaxton 3500, 51R/Toilet
1986 C BOVA FUTURA FHD, 53R
1983 Y SCANIA K112 Jonckheere P50, 51R/Toilet
1983 Y DAF MB Plaxton 3500, 49R/Toilet

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▼ Coach

CBW Award

All you need to know about the

COACH AND BUS WEEK COACH INDUSTRY AWARDS 1996/7 IN ASSOCIATION WITH THE COACH TOURISM COUNCIL

New for 1996/7

NOW in its third year, the *CBW* Coach Industry Awards goes from strength to strength.

Once again this major event in the coach industry calendar is presented in association with the Coach Tourism Council and, with the benefit of experience, we have further improved the event by broadening its appeal to more coach operators.

There are two new awards this year — Individual Livery of the Year and Day Excursions Programme of the Year. These additional categories are open to all operators but, in particular, give the smaller company a further chance to be recognised.

The vehicle awards will not be included this year. They will be judged and awarded at an exciting new *CBW* event early in 1997. Look out for the launch in *CBW*.

However, the major change for 1996/7 is that entry for all categories is by self-nomination.

IF YOU DO NOT ENTER, YOU CANNOT WIN.

Dates for your diary

Deadline for entries -	31 July
Judges short-listing meeting -	8 August
Deadline for short list submissions -	1 October
Judging to determine finalists -	9 & 10 October
Interviews of finalists where required -	25 October
Awards presentation and gala dinner -	23 November

How to enter

ENTRY for the Coach Industry awards is very different this year.

We have moved away from voting by nomination to self-entry.

Anyone wanting to enter an award has to nominate themselves and explain on no more than two sides of A4 paper why they should be considered.

Responsibility for entry is now firmly on your shoulders. Use the form on the outside of this issue of *CBW* and make sure that it is returned to the *CBW* offices in Peterborough before 31 July 1996.

Those entries are then judged and a final short list drawn up.

People and companies on the short list will then be asked for more detailed information against a set of criteria. Winners will be chosen from this final short list except in the three individual awards (driver, engineer and manager) where the finalists will be interviewed face to face by the judging panel. Unless there is a clear-cut decision, the judges will also interview finalists in the three operator-of-the-year categories.

Judging

THE judging panel for the 1996/7 Coach Industry Awards will be presided over by *CBW* editor, Mike Morgan, who acts as independent chairman.

Chief judge is Peter Cooke from the Centre for Automotive Management, Henley Management College. Coach Tourism Council representatives, travel industry consultant David Fenton, and coach operator Jane Duffelen, also continue as judges.

They will be joined by two of last year's winners who have forsaken the opportunity of entry again in 1996/7. Coach Manager of the Year, Graham Simpkins from Lowland Coaches, and Engineer of the Year, Eric Stockwell from Wallace Arnold will be making valuable contribution to the judging process.

Another high level independent judge is currently being recruited.

Each of the judges must declare any direct interest and is excluded from decisions on those categories where the company they represent is involved.

s fact sheet

1996/7 Coach Industry Awards

COACH AND BUS WEEK COACH INDUSTRY AWARDS 1996/7

Categories

THERE are 23 categories in the 1996/7 Coach Industry Awards and all entries are by self nomination, except the two special awards — CTC Award and Overall Coach Operator of the Year.

The following three appear in Section A of the entry form and are open to all O-licence holders whose main business activity is coach operation:

1. Coach Operator of the Year (1-15 vehicles)

2. Coach Operator of the Year (16-39 vehicles)

3. Coach Operator of the Year (40 plus vehicles)

Entries from individuals are required for the categories in Section B:

4. Coach Driver of the Year - open to all PSV drivers, but their entry must be endorsed by their current employer

5. Coach Manager of the Year - a category for the best manager with clearly-defined responsibilities for the running of an important aspect of coach operation

6. Engineer of the Year - an award for the top coach industry fleet engineer

Section C comprises coach tourism awards:

7. Group Attraction of the Year - must be a top venue with coach groups

8. Group Accommodation of the Year - the judges are looking for the best overnight stop for a coach party taking into account value for money and special group facilities

9. Cross Sea Carrier of the Year - open to all ferry and tunnel operators who compete for coach traffic

10. Coach Tour Wholesaler of the Year - open to all companies whose main line of business is supplying coach operators with tour packages

Other awards categories are in Section D:

11. Operator Training Award - for the coach operator giving priority to staff development

12. Safety Award - a category which aims to identify the coach operator who has done the most towards improving all aspects of the company's safety performance

13. Customer Service Awards - open to operators and suppliers who put the customer first

14. Coach Tour Programme of the Year - the coach operator with the best complete programme of extended tours by coach during 1996

15. Day Excursion Programme of the Year — it is up to the individual operator to select the period entered — week, month, season or year, but it has to be successful

16. Coach Operator Brochure - the judges will be looking for the best-designed brochure in the business

17. Fleet Livery of the Year - size of fleet is not important, but the company's identity is top priority in this category

18. Individual Livery of the Year - the winner of this award will be the operator who runs the vehicle judged to have the most dramatic and effective colour scheme

19. Dealership of the Year - open to all coach dealerships, large or small, selling new or used

20. Innovation Award open to company or individual who has successfully helped a business or the industry as a whole take a significant step forward

21. Marketing Campaign of the Year - the judges are looking for operators who have co-ordinated a series of events or promotions to increase market share

Entries are not required for the following categories:

22. CTC Award

23. Overall Coach Operator of the Year

Venue

THIS year's Awards presentation and Gala Dinner is at the Purbeck Hall, Bournemouth on Saturday 23 November 1996.

Part of the renowned Bournemouth International Centre (BIC) the Purbeck Hall is a stunning circular venue partly set back into the cliffs and constructed of Swedish laminated pine. Total capacity exceeds last year's sell-out 600 at the Metropole Hotel, Birmingham.

A menu of accommodation ranging from two-star to five-star hotels will be available. Packages will include Friday and/or Saturday night so that guests can make a weekend of it if required.

Full details of hotels and booking arrangements will be published in next week's *CBW*.

Coach transfer to and from the event has been arranged by Bournemouth Tourism and will be carried out by Excelsior.

Familiarisation trip itineraries into Dorset and the New Forest on the Saturday are being prepared. Full details nearer the time.

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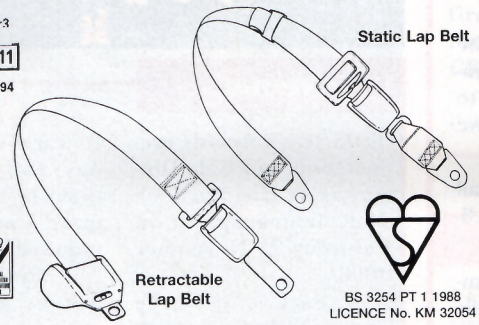

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▼ Coach

Quality on world stage

IRU coaching symposium explores link with safety

By Mike Morgan

CBW's crusade to boost the quality image of the British coaching industry was elevated on to a world platform last week at the International Road Transport Union's 25th World Congress in Budapest.

High-point of the four-day event for coach operators was the IRU's symposium 'Coach Quality & Safety'. During this I took to the stage as moderator of a searching debate attended by representatives from over 30 countries.

CBW editor Mike Morgan: moderator of searching debate

Attempts in Britain to elevate the popular image of coaching have often been frustrated by bad publicity. Accidents are bad news and reaction from politicians has made them worse. We have moved ahead of the rest of Europe on rollover and seatbelts without necessarily being convinced that research and practice supports their introduction. The IRU symposium brought together world-wide experience and focused on the inevitable relationship between quality and safety.

Although many questioned the wisdom of seatbelts in coaches, 'accidentologist' Dr Partick Botto concluded that they should be compulsory. However, this was just one of his controversial assertions about coach safety which provoked a strong response from operators who believe that less governmental intervention was called for while the industry should establish its quality credentials.

Stars in their eyes

ALTHOUGH in Britain the *CBW* Coach Industry Awards spearheads a crusade to promote quality in the coach tourism industry (see pages 10&11), this country has so far failed to adopt the IRU star-rating system in the drive for a uniform system of identifying differing standards of service.

Belgium is the only EU country where the IRU star-rating system is compulsory. The coaching symposium at this year's IRU World Congress raised the question: "Why don't other countries follow their example?"

Rumania has seen the light and has recently followed the Belgian example, whereas other countries adopt a more liberal attitude, passing the responsibility to individual operators. For example, the IRU's longest-serving president, Edmond Tinguely of Switzerland, is committed to star rating, which he claims has helped establish a high reputation for his top-quality fleet.

Meanwhile, Britain has been dragging its heels as the idea languished in the Patents Office.

This lengthy process is now over and star rating in this country becomes a probability rather than a possibility. However, it needs commitment from the industry at large and the courage at the industry's trade association to take it forward. Compulsion appears out of the question without Government support. So what are the benefits?

Jean Wyns, one of the major Belgian coach operators, L'Epervier, president of the Belgian coach operators' federation, FBAA, and president of the Eurolines organisation, explained how the IRU star-rating system helped passengers identify quality.

Plates attached to each Belgian coach show the number of stars and list the on-board features such as air-conditioning, video, etc and the Belgian department of transport checks every coach four times per year.

Seat pitch, adjustable backrests, heating, air-conditioning, interior lighting, drinks supply, soundproofing are among the criteria.

One star is a very basic coach, while two star introduces minimum standards for heating and luggage space. A coach with three stars becomes recognisable as a modern European touring coach with forced-air ventilation and air-suspension, whereas four-star vehicles approximate to UK executive-spec.

Mr Wyns says that, as a result of star rating, Belgium's coach parc is in high demand and more than half of the country's coaches display three or four stars.

Figures supplied by the Belgian federation show a major swing away from one and two-star coaches.

Quality with international currency

In 1986 28 per cent of Belgian coaches were one star, 60 per cent two star. Five years later the proportions had shrunk to 15 per cent and 47 per cent while in 1996 45 per cent of the country's 2,965 coaches are three star and nearly 10 per cent four star.

Critics of the system say there should be a fifth star and some Belgian operators complain their investment is not reflected in an adequately enhanced rate for the job. CBW

Safety record of double deckers is questioned by research

▼ Coach

Belts aren't whole story

But 'accidentologist' puts them at the top of his list of coach safety priorities

INTERNATIONAL ROAD TRANSPORT UNION XXVth WORLD CONGRESS

By Mike Morgan

SYSTEMATIC analysis of all serious coach accidents in France since 1980 resulted in controversial recommendations from 'accidentologist' Dr Patrick Botto of the European Centre for Safety and Risk Analysis Research (CEESAR).

Speaking at the IRU's coaching symposium in Budapest, he called for compulsory seatbelts; improved roll-over strength; side windows which stay in place; and front and rear windows as emergency exits.

Highlights from his study of 16 real-world accidents include:

- Passengers are less safe in a rollover on a fixed barrier with a 30 per cent rate of severe injury or fatality compared with 14 per cent without fixed barrier
- Involvement of a double decker in rollover considerably aggravates the overall medical consequences. More than 80 per cent of the fatalities and severe injuries are located in the top deck
- During sliding over the ground (on average, 45 metres) the human consequences due to partial or total ejection are greatly aggravated
- When there is no structural deformation, most of the fatalities and severe injuries are due to passengers being completely ejected from the vehicle through the side windows
- Ejection, total or partial, is the main cause of the most severe injuries, with 92 per cent of fatalities and 35 per cent of severe injuries
- Projection inside the vehicle is the cause of 91 per cent of light injuries but also 54 per cent of severe injuries
- More than 50 per cent of the accidents were at night and 80 per cent of these between 1 am and 8 am

Dr Botto said: "From all the knowledge acquired either through accident research on real-world cases or through roll-over tests performed, we can consider a number of counter measures to improve the real safety of coach passengers in rollover. The first priority is to try to prevent any form of partial ejection."

Consequently he recommends:

- Compulsory wearing of seatbelts, which should be three-point
- Structural strength to prevent body deformation (ECE R66 rollover)
- Measures to counter partial ejection through side windows and, to help emergency services, that the rear window is available as a 'natural exit'.

Dr Botto has just returned from Australia where seatbelts in coaches are compulsory. He reports no resistance to wearing them.

Daniel Parsy, president of the French Organisation of Touring Coach Operators (SNET) and coach operator Finand which runs 70 vehicles in northern France, claimed that Dr Botto had greatly contributed to coach operators' awareness of safety issues.

Henri Ortet, president of the most important association of passenger transport operators in France, the Federation Nationale de Transport de Voyageurs (FNTV) and general director of one of the largest passenger transport groups in Europe, GTI in France, rejected compulsory belts.

Wayne J Smith, executive director of the IRU's newest member, the United Motorcoach Association of America (UMA), said safety was as much an issue in the States as in Europe but the approach was not always the same.

For example, compulsory fitting of seatbelts has been rejected. He said that driver training was given special attention, with airline-type safety checks part of the routine.

Edmond Tinguely, longest-serving IRU president until last year, coach and taxi operator in Geneva, Switzerland, has a high reputation for running a top-quality fleet of coaches. His coaches are classified with the IRU system and his safety record is outstanding. However, he said he does not like gadgets to be fitted on coaches by political decisions ... such as seatbelts.

Philippe Brossette, vice president product and market development, Renault RVI, brought the testimony of a coach constructor to the debate, explaining how manufacturers integrate into their production all the technical findings. A sensor detecting drivers' eyelid movement is under investigation.

Searching questions came from Alan Gurley, IRU technical consultant and former Confederation of Passenger Transport (UK) technical director. He has attended numerous intergovernmental meetings on vehicle construction in the EU and the UN in Geneva and among his main concerns are the effect of accelerated G-forces on seatbelted passengers and the ability to combine three-point belts with impact-absorbing seats.

Paul Laeremans, administrative director, FBAA (Fédération Belge des Exploitants d'Autobus et d'Autocars et des Organisateurs de Voyages) and IRU vice president, stressed the coach industry's very high safety record and agreed that politicians must take note of the experts before embarking on new legislation. CBW

Need for good roll-over strength justified by Dr Botto's finding

SJ CARLTON

SECOND TO NONE

SJ SUPERDEAL

Scania Elite K113 Plaxton Paramount 3500, 1992, *7 speed manual GR801 comfort shift gearbox, ABS, road speed governor, variable top speed limiter, exhaust brake, kneel facility, ferry lift, autolube, electric retarder, Webasto heating, inswinging entrance door. Central continental door, centre toilet, half rear emergency door, 3 roof vents, forced air ventilation, aircraft lockers, crew compartment, grey moquette, 49 reclining seats, centre gangway carpet, double glazed, side curtains, rear curtains, side blinds, aluminium wheels, Blaupunkt radio/PA system, repainted white 2 pack. MoT 13.09.96.*

SJ SUPERDEAL

Volvo B10M Mk II Van Hool Alizee, 1989, *273 BHP, ZF 6 speed S690 manual gearbox, Telma retarder, exhaust brake, autolube, road speed governor, variable top speed limiter, ferry lift, plug entrance door, half rear emergency exit, double glazed side windows with blinds, rear screen curtains, Ishringhausen drivers seat, courier seat, 53 reclining seats, Radiomobile radio/PA system, 3 roof air vents, forced air ventilation. Choice of 3, retrimmed and repainted white. Variable MoTs.*

SJ SUPERDEAL

Volvo B10M Mk III Van Hool Alizee, 1991, *273 bhp, ZF HP5000 automatic gearbox, internal retarder, ABS, road speed governor, variable top speed limiter, autolube, ferry lift, kneel facility, plug entrance door, centre continental door, half rear emergency exit, double glazed side windows with blinds, rear screen curtains, Ishringhausen drivers seat, courier seat, crew compartment, 49 reclining seats,* ***lap belts,*** *brown/orange moquette, mid section servery/fridge, toilet, Radiomobile radio/PA system, 2 roof air vents, forced air ventilation. Choice of 2 brown/orange moquette, repainted white 2 pack. Variable MoTs.*

SJ SOLD

Volvo B10M J *58 reclining seats plus courier, TV/video. MoT 22.03.0*

SJ SUPERDEAL

DAF Van Hool LD SB2300, 1990, *ZF 6 speed Splitter gearbox, 51 reclining seats, centre continental door, toilet, servery unit, double glazed, curtains, TV/video, radio/PA/cassette, interior brown/orange, exterior white/green. New MoT.*

SJ SOLD

Toyota Ca *8 seats, boot, curtains, power door, radio/PA/cass* *ior red/grey, exterior silver/grey. MoT 09.10.96.*

SJ SUPERDEAL

Volvo B10M ***Alizee, 1990,*** *ZF 6 speed S690 manual gearbox, ferry lift, road speed governor, variable top spe* *ust brake, Webasto heating, plug front entrance door, c* *al door, half rear emergency door, centre toilet, crew compartm* *of vents, forced air ventilation, Ishringhausen drivers seat, courier seat, 49 reclining seats, brown moquette, double glazed, side blinds, rear curtains, Radiomobile radio/PA system. MoT 01.10.96.*

SJ SUPERDEAL

DAF SB3000 Van Hool Alizee, 1989, *49 seats, Webasto, drivers bunk, double glazed, foot rests, seat back nets, water boiler, fridge, curtains, carpets, wired for TV and video, sunken centre toilet, continental door, repainted white 2 pack. MoT 09.12.96.*

SJ SOLD

Leyland Tig *speed ZF gearbox, 51 reclinin* *red moquette, maroon curtains, double glaze* *continental door, o/s toilet, TV/video, radio/PA, drinks, frid* *22.02.97.*

SJ SUPERDEAL

Leyland Tiger Van Hool (H) Alizee, 1985, *ZF 6 speed gearbox, 48 reclining seats and courier, TV/video, red/orange moquette, n/s floor mounted toilet, rear floor servery, fridge, (no continental door). MoT 01.03.97.*

SJ SUPERDEAL

Scania K112 Plaxton 4000, 1985, *72 reclining seats, courier seat, toilet, drinks, repainted white 2 pack. MoT 28.01.97.*

SJ SUPERDEAL

Setra Tornado 215 HD, 1992, *MAN engine, ZF 7 speed gearbox, Voith retarder, 49 reclining seats & courier seat, centre sunken toilet with continental door, Webasto heating, Sutrak air conditioning, servery unit with water boiler, front mounted fridge, radio/PA/cassette system, 2 TV monitors and video, drivers bunk, drivers door with wardrobe and central locking, retrimmed and repainted white. MoT 06.12.96.*

SJ SOLD

Leyland R *49 reclining seats plus courier, gre* *double glazed windows, Telma, orange curtains, T* *s centre continental door, o/s centre sunken toilet, provision for bunk, (new engine 3 months ago). MoT 05.03.97.*

SJ SOLD

Leyland L *me, 1982,* *53 reclining seats, power door, brown* *quette, orange curtains. MoT 09.12.96.*

SJ SUPERDEAL

Renault S56 Perkins, 1987 & 1989, *Allison automatic gearbox, Alexander body, 25 seats and 8 standees. Long MoTs.*

SJ SUPERDEAL

Leyland Tiger L10, 1989, *Alexander service bus body, Cummins L10 ZF automatic, 55 seats & 24 standees, painted white. MoT 30.08.96*

SJ SOLD

Leyland Tiger *3500, 1983,* *ZF 6 speed gearbox, 49 reclining seats + courier s* *ken toilet, continental door, radio/PA/cassette. MoT 26.12.96.*

SJ SOLD

Leyland Tig *0, 1* *49 reclining seats, O/S/R/sunken toilet, O/S/R c* *eo, courier seat, blue stripe moquette, exterior 2 ton* *grey. MoT 22.03.97.*

SJ UPDATE

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▼ Appeal

Revocation: White Eagle is to appeal

WHITE Eagle Lines has appealed to the Transport Tribunal against the decision of South Eastern & Metropolitan traffic commissioner Brigadier Michael Turner to revoke the company's licence and to ban it from holding or obtaining a licence for two years.

The company, of 7 Cadogan Mansions, Sloane Square, London, appeared at an Eastbourne disciplinary inquiry in November because of breaches of the drivers' hours and tachograph regulations.

The commissioner was told a check on the company's tachograph records by Department of Transport traffic examiners had revealed a total of 105 breaches, including exceeding the daily driving limit and taking insufficient daily rest.

There were gaps in the charts, with over 30,000 kilometres not having been recorded.

In August 1995 the company was fined £1,500 and ordered to pay £533 prosecution costs by Horseferry Road magistrates, after being convicted of permitting drivers to take insufficient daily rest and the use of a vehicle without licence authority.

In August 1994 the driver of one of the company's coaches was killed when it was involved in a collision with a lorry while returning to London from Warsaw.

In the same year a number of passengers were injured when a coach chartered by White Eagle from Limebourne was involved in another accident in Poland.

▼ Licensing

Fresh start for

Operator granted fresh O-licence after being

by Michael Jewell

RAY Ferris, who has been out of the coaching business for six years after serving a prison sentence for aiding and abetting the falsification of tachograph charts, has won a fresh licence.

Mr Ferris, trading as Ferris Holidays, of The Coach Yard, Cardiff Road, Nantgarw, Cardiff, had applied for a new international licence authorising the operation four single deckers and four double deckers, before South Wales deputy traffic commissioner Alan Bourlet at a Cardiff public inquiry. Mr Ferris' previous licence had been revoked on grounds of repute following his conviction at Bristol Crown Court.

Mr Ferris said that was six years ago.

He had done his time and he thought he now deserved a licence. His wife had taken over the firm of Ferris Coaches and had done very well. They now wanted to run

New company with eight-vehicle licence will tra

▼ Licensing

Two coaches were given immediate p

TWO JBS Coaches vehicles examined during a school bus check in December were given immediate prohibitions, one of which was endorsed as showing a significant maintenance failure, a Cambridge public inquiry heard. And at the inquiry John Brown's O-licence authorisation was cut from 10 vehicles to five by Eastern traffic commissioner Brigadier Compton Boyd.

Mr Brown, of 75 Putnoe Street, Bedford, who trades as JBS Coaches, appeared at the inquiry because of concerns over the maintenance of his vehicles.

DoT vehicle examiner Andrew Souter said that, in July 1995, a vehicle operated by Mr Brown had been given a delayed prohibition because the emergency engine stop was missing and not marked.

He carried out a full maintenance investigation in September. Three vehicles were examined and were satisfactory. The records were satisfactory and there was a satisfactory driver defect reporting system. Two mechanics were employed at the time.

Two vehicles examined during a school bus check in December were both given immediate prohibitions, one of which was endorsed as showing a significant maintenance failure. The latter vehicle had a main spring leaf broken, a significant fuel leak, oil leaking from the engine and a worn tyre.

The spring leaf had been broken for some time. On the other vehicle a seat was insecure, both headlight dipped beams were inoperative and the emergency rear door could not be opened from the outside. That prohibition was later varied because of excessive wear on the rear anti-roll bar rubbers.

The latter vehicle had a main spring leaf broken, oil leak, and a worn tyre

He carried out a further maintenance investigation in January and February. Five vehicles were given smoke meter tests and one was partially spot checked, and all were satisfactory. However, the records for the vehicle given the prohibition marked 'S' revealed a gap of 12 weeks from its last inspection, when the laid-down interval was every four weeks. It also came to light there was now only one mechanic.

Mr Souter said he had visited again at the beginning of May. He inspected three vehicles, issuing two defect notices and a delayed prohibition for a fractured spring leaf which had clearly only recently occurred, so was not a maintenance problem. The initial failure rate at annual test over three years was 50 per cent, compared with the national average of 33.1 per cent.

Mr Souter told the commissioner he found the vehicles generally satisfactory over the period. The problem arose because of the double decker missing two safety inspections.

Mr Brown said that, when he started operating in 1987, the maintenance was contracted out. He had appeared at a previous public inquiry in 1990 over maintenance problems, when the licence duration was cut and his application for an increase in vehicles refused.

At the time he had been relying upon outside contractors. Two vehicles had been inspected by two different contractors before going to the test station and being given a delayed prohibition and a defect notice. He employed his own fitters at the end of 1990 and there were then no prohibitions until July 1995.

The initial failure rate at annual test over three years was 50 per cent

That vehicle belonged to JB Coach Sales and they'd had it for a trial. It arrived the evening before and the driver should not have taken it out the following morning as it had not had a safety inspection. To prevent such a mistake happening

Ferris after jail

out of the coaching business for six years

the two businesses in tandem, with his wife continuing with her licence for 18 single deckers and five double deckers.

He would be joined by his 20-year-old son in the new venture, said Mr Ferris. The vehicles would be involved in holidays to Spain. They would be running to Spain for seven months of the year and the vehicles would also be used for private hire. His drivers would take the coaches to France and then French agency drivers take them on to Spain, then returning them as a shuttle service for the British drivers.

le as Ferris Holidays, like the original company

Mr Ferris said the vehicles would be inspected every two weeks at his own premises at Nantgarw.

A fitter from the Senghenydd depot of Ferris Coaches would be transferred to Nantgarw and they would be employing an additional new fitter. Granting the licence, Mr Bourlet said he did not want to rake up the past. Mr Ferris had paid his penalty.

▼ Licensing

'Emotive subject'

THE operation of buses on school contracts is a very emotive subject with the public, South Wales deputy traffic commissioner Alan Bourlet warned — before renewing Brian and Marilyn Godwin's O-licence at a Cardiff public inquiry.

The Godwins, of 99 Ely Road, Llandaff, Cardiff, trading as Apollo Minibus Hire, had applied for renewal in respect of six minibuses, an increase of one over the authorisation on their existing licence.

Mr Godwin said that, since their O-licence duration had been cut in August 1995, because of concern over maintenance standards, they had changed their maintenance arrangements.

The period between inspections had been reduced from six to four weeks, and they now employed the services of a former DoT vehicle examiner, Mervyn Taylor, to oversee the maintenance.

▼ Licensing

Case handed over

WEST Midland traffic commissioner John Mervyn Pugh has directed that disciplinary proceedings against Oswestry-based Howard Williamson should be heard in front of one of his deputies. Mr Williamson, of The depot, Knockin Heath, Oswestry, Shropshire, appeared before the commissioner at a Birmingham public inquiry. Adjourning the hearing for a fortnight, when Mr Williamson will appear before deputy commissioner Roger Seymour, Mr Pugh said he knew Mr Williamson, as he had opened his new premises. In such circumstances, it would be quite wrong for him to deal with the case.

rohibitions after a school bus check

again, he now placed notices in vehicles that were off the road.

The problem over the emergency door in December arose because, when that particular vehicle was locked, the only access was through the rear emergency door. On gaining entry, the driver had inadvertently turned the key before taking it out and he closed the door behind him without realising it was in the locked position.

Drivers were now instructed to take the key out and try the handle before entering the bus and closing the door. He could only assume the seat was broken during a school journey. On the way back the driver went over a bump, and the dipped headlights came on. An investigation eventually revealed the problem had been slight corrosion of one of the fuses. The amount of wear on the rubbers was a matter of interpretation. His fitter had felt they were within limits but the vehicle examiner disagreed.

As far as the double decker was concerned, he could not explain how the safety inspections were missed, said Mr Brown. There was no excuse for it. His fitter blamed the other fitter who was no longer there to defend himself.

Mr Brown said he had run the business from an office at his home about six miles from the garage. He had visited the garage about two or three times a week. He had been under a lot of pressure at the time as his mother and father were both in hospital, his father subsequently dying. If the people he had employed had done their jobs, 95 per cent of what had occurred could have been avoided.

Mr Brown said he had run the business from an office at his home

After December one of the fitters left and he had now managed to obtain a second fitter. His wife was going to run the office to allow him to spend more time at the garage. He was there now most days including weekends. He thought that, because he'd had such a long run with no problems, he had become complacent.

Brigadier Boyd said that, in 1990 Mr Brown had said part of the problem had been due to personal inattention. He was saying the same thing now. Mr Brown said he could not stand behind everybody all the time but Brigadier Boyd replied that was Mr Brown's job. His job was to take away licences if he was not satisfied. After the last occasion Mr Brown had taken on the maintenance himself to give closer control, but it had not worked out.

Mr Brown said it had worked for five years but Brigadier Boyd said it had got to work throughout the life of the licence. Mr Brown thought two of the annual test failures were very unjust but agreed standards had to be improved.

Brigadier Boyd said it seemed like a re-run on 1990, a repeat of six years ago. He could not allow Mr Brown to continue on that basis.

Mr Brown said hopefully there would be no more mistakes. He thought there had been a time when he'd had the wool pulled over his eyes because of the distance between the office and the depot.

Cutting the licence, Brigadier Boyd said Mr Brown had not kept his vehicles in a fit and serviceable condition and had not had proper control over his drivers. That was a serious matter coming on top of the previous public inquiry. There was not much on the credit side.

Mr Brown had failed to check his fitting staff had done the preventative maintenance inspections. The price of having a licence was eternal vigilance, and he thought the annual test failure rate was significant.

He had decided, exceptionally, not to revoke the licence. Mr Brown had been "able to hack it between 1990 and 1995" and he was giving him an opportunity to show he could do it again. He warned that, if there was a further public inquiry, it was "likely to be curtains the next time."

▼ Europe

Good response from operators

SPANISH tours and London weekend breaks are among a range of tours selling well for Norman Allen Group Travel.

The Hereford wholesaler was one of the first to launch its 1996 programme and md Simon Allen said: "It generated a lot of interest and there was a good response from coach operators. This resulted in a number of good bookings."

The London weekends are available for £31.50 per person per night, based on a minimum two-night stay. Accommodation is in a four-star hotel five miles from the West End and prices include bed and full hot or cold buffet breakfast. There is free on-site coach coach parking and the offer is available most weekends until December.

The eight-day Spanish tour is based in Cantabria and is available for £298 per person from 23-30 July; 6-13 and 20-27 August; £256 from 3-10 and 17-24 September; and £219 from 1-8 October.

Other tours in the programme include seven nights, half-board accommodation in Jersey from £169 per person in early October, and a four-night stay in the Lake District for £79 per person from 7-11 October. September tours to Scotland and the Republic of Ireland also feature in the programme.

Operators wanting further information should call Norman Allen Group Travel free on 0500 262273.

■ Winter breaks - see this month's *Coach Tours & Excursions*

▼ UK

Wholesaler wins

Tax tribunal rules wholesalers should not be treated as

by William Golden

TOUR wholesaler Norman Allen Group Travel can look forward to a repayment from Customs & Excise after a tax tribunal ruled the company was not liable to pay VAT on the all-in tours it sells in the same way as standard tour operators.

The ruling follows a similar victory for Independent Coach Travel (ICT). Both companies are members of the British Association of Wholesale Tour Agents (BAWTA), seven other members of whom have similar, outstanding claims. The ICT case had been brought by Lorraine Parkin, the national head of VAT at accountancy firm Robson Rhodes.

The appeal to the tribunal by Norman Allen Group Travel had been prompted by Customs & Excise attempting to treat wholesalers as standard tour operators. The company had argued that the European Sixth Directive, which regulates the area, does not cover wholesalers. The tribunal agreed and said Norman Allen Group Travel was entitled to VAT recovery, adding that the repayment should not be blocked by Customs & Excise on the grounds of "unjust enrichment."

The battle over VAT has been going on since 1988 when the present scheme started. As

▼ Europe

WA is named top coach op

WALLACE Arnold has been named Top Coach Operator by the Accor Hotel Group, one of the market leaders in Europe, in recognition of the Leeds company's commitment at trade and customer levels.

The award resulted from an extensive survey of Wallace Arnold's tour programme by the Accor group, which includes the Ibis, Novotel and Mercure chains of hotels. The company is owner-operator of more than half its 2,265 hotels across Europe, many of which were designed and developed by the company.

Winning team: Roland Clauw (left), Wallace Arnold's overseas hotels contracts manager, and md Ken Meddes with the award

▼ UK

'Widest choice of tours available'

SHEARINGS Holidays has underlined its commitment to the UK Winter breaks market by launching a brochure featuring what it claims is the widest choice of tours available

Chris Barnes, UK product director, said: "We have been extremely successful at developing this market at a time when others appear to simply shut up shop.

"Innovative holiday formats and a keen pricing strategy now enable many of our hotels to operate for almost the entire year, when only a few years ago we operated for only 38 weeks. Many other operators and hoteliers only offer a resort-based product between March and November."

The proven First Noel (five days), Winter Revellers (four days) and Bonus Break (five days) formats have been retained and extended and are joined by two new packages - Christmas Shoppers and Theme Breaks.

Christmas Shoppers offers extended weekend trips to, among other places, the MetroCentre, London, Edinburgh and Calais. All packages include accommodation at local hotels with Calais trippers staying at Shearings' Majestic Hotel in Eastbourne.

The British Themed Breaks programme is another innovation and topics covered are photography (Scarborough), gardening (St Mawes), sequence dancing (Whitby and Weymouth) and whist (Eastbourne). Prices start at £94.

Customers in South Wales and the West Country are being offered Christmas breaks in the Scottish Highlands for the first time, following significant increases in Summer bookings to Scotland from those regions.

Also new are weekend and midweek breaks to Jersey and Guernsey by air from a range of UK airports. These start at £208 for a weekend.

VAT case

standard tour ops

well as the BAWTA members, at least another eight companies are pursuing similar claims, one of them being Jetour, for whom Miss Parkin is acting. If they are all successful, Customs & Excise could be faced with a bill of £1.3 million in back tax.

Simon Allen, md of Norman Allen Group Travel, said: "Naturally we are pleased at the outcome. We always said that Customs & Excise was wrong to impose VAT in this way."

Customs & Excise did not appeal against the ruling in favour of ICT but was believed to be considering an appeal to the High Court over Norman Allen Group Travel.

▼ UK

London parking

PARKING is always a major headache in London so coach operators will be glad to learn of new facilities in East London. Docklands Racing, in the Albert Dock Basin, has space for about 25 vehicles in its level concrete, hardstanding parking area adjacent to the kart racing circuit.

From £10 a day and £5 a half-day, drivers will have access to toilets and hot drinks and may be tempted to try kart racing. Staff at Docklands Racing may turn one of their Portakabins into a drivers' rest room if coaches start using it regularly.

The full address is Gate 14, Gallions Reach, Royal Albert Dock Basin, Woolwich Manor Way, London E16 2NJ. Drivers should go south from Gallions Roundabout and turn left before the drawbridge and follow the signs to the circuit.

Operators wanting more details should contact Mari Much on 0171 476 1234.

■ City Fax on London - see this month's *Coach Tours & Excursions*

▼ UK

Evening with Vikings

COACH groups visiting the Jorvik Viking Centre can extend their time travel now that the York attraction has introduced its first programme of evening entertainment.

The new extended visits start or finish with a tour of the centre and visitors may then choose from a selection of special events. These include a Viking Feast hosted by Jarl and his warriors; a themed, walking tour of Roman or Viking York; a behind-the-scenes look at the technology and research that went into the creating of the Jorvik Centre; or a Viking reception in the Skipper Gallery, with mead and suitable snacks.

More than nine million people have travelled in the Time Cars at the Jorvik Viking Centre, on a journey back to the days when the Vikings ruled York.

Staff at the centre will be able to organise tailor-made itineraries and can mix and match different elements from the options available.

Prices for evening events start from £6.50 per person, while the discounted adult group price for admission to the Viking Centre is £4.45.

For more details of group activities, contact Sarah Lugg at the Jorvik Viking Centre on 01904 613711. CBW

High drama: groups can enjoy a Viking Feast in the company of Jarl and his warriors

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Amsterdam	17C/63F	Madrid	28C/82F
Athens	19C/66F	Oslo	8F/46F
Berlin	17C/72F	Paris	22C/72F
Brussels	13C/63F	Rome	21C/70F
Dublin	15C/59F	Stockholm	13C/55F
Lisbon	30C/86F	Vienna	15C/59F
Luxembourg	18C/64F	Zurich	18C/64F

DIESEL PRICES

(Courtesy AA Roadwatch)

Country	Diesel price per litre in Sterling	Country	Diesel price per litre in Sterling
Austria	0.58	Luxembourg	0.44
Belgium	0.54	Netherlands	0.54
Eire	0.58	Norway	0.74
France	0.53	Portugal	0.47
Germany	0.48	Spain	0.47
Greece	0.43	Sweden	0.65
Italy	0.61	Switzerland	0.66

HOLIDAY POUND

Country	Currency exchange rate	Country	Currency exchange rate
Austria	15.98 Sch/£	Italy	2,308 Lire/£
Belgium	46.59BFr/£	Netherlands	2.5425 Gld/£
Denmark	8.81 K/£	Norway	9.75 NKr/£
Eire	0.94 Punt/£	Portugal	234 Es/£
France	7.66 F/£	Spain	188.75 Pta/£
Germany	2.27 DM/£	Sweden	10.16 SKr/£
Greece	361.50 D/£	Switzerland	1.86 SFr/£

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All work and no 'play' makes...

SOME years ago I remember reading the advice of a judge to those entering the legal profession: cultivate a wide-ranging appreciation of art, music and literature. He averred that doing so gave lawyers a better appreciation of the tastes, interests, lifestyles, attitudes and reasoning of litigants.

I fully understood the point he was making for I have always read books on subjects of no direct interest to me, watched or listened to documentary programmes on seemingly irrelevant subjects. While my usual reading is a broadsheet newspaper, I will pick up a tabloid from time to time, just to see how a large part of the population prefers to have the news revealed to them (and other matters too!).

I was reminded of this, and prompted to pen a few words on how it relates to coach and bus operation when I read the column of management guru, Charles Handy, in a recent edition of Management Today.

In similar vein he contends that novels, histories, biographies, plays, films and art of all sorts lift managers out of the preoccupation with the immediate and helps them to see the world from a different angle.

Coach and bus operation, especially for all but the largest operators, can become so demanding that owners, working directors and managers become almost total slaves to it. They work to live, and live to work; eating, sleeping, breathing and speaking little beyond the world of public transport.

It needs someone to click their fingers and awaken the acolytes of operations from their hypnotic trance, with the reminder that there is a wider business world than transport. Our real business (ie the source of our profits), like that of judges and lawyers, lies in dealing with people. Not just transporting them.

To deal with them properly and effectively (ie to increase sales and profits) we need to have their understanding of things, not ours. We need to know what they see as important on their holiday, day trip, wedding transport, etc; not what we would wish for ourselves.

We need to know what influences their decisions on leisure activity, on going shopping, on taking holidays, we need to know what makes them decide whether (and where) to buy.

Some of this information can and indeed, should, be gained by market research but, unless we have an appreciation of the diversity of thought process and thinking within the market, there is a risk of either asking inappropriate questions or misinterpreting the answers - or both. The adaption of catholic tastes in our reading, viewing and cultural activities does help us recognise and remember that all customers are different. They do not all act, think and rationalise as we do.

By way of example: as I constantly remind readers, my experience is that only a minority of customers want the cheapest price - yet most operators assume that all customers seek a competitive rate. Could it be that we think our customers' approach to hiring a coach will invariably correspond with ours — ie in the way we negotiate for fuel, tyres, parts and vehicles?

If literature and the arts had but a single message it would be this: all people are different and they are most certainly not all like us. Following up the theme of what I wrote two weeks ago on getting better prices: once the barrier of standardised pricing is shattered, a person taking bookings who has a full appreciation of the range of customer attitudes and expectations, as well as good negotiating skills, will be in the best possible position to aid the maximisation of profits.

None of us has unlimited time to devote to an appreciation of the arts. It is, however, quite easy to broaden one's appreciation of how the customer sees us. Try a change of newspaper, tune to a different radio station, get a biography or some history in place of a novel from the library. Use waiting time at venues to visit a museum or an art gallery. Sit in the public galleries of Parliament or a court for an hour or two. You may be much surprised at the alteration it can make to one's view of the world, to one's actions and responses and, yes, to profits, too.

The sad death of a real man of letters

I WAS sorry to hear of the death of Basil Taylor DFC and offer my sincere condolences to his family at Taylors of Sutton Scotney. In this world of E-mail, faxes and telephones he stood out as one of the few remaining letter writers. He wrote many detailed letters to me on serious subjects, flavoured with amusing or anecdotal examples and experiences — which made his letters most pleasurable reading. The world of politicians, directors general, traffic commissioners, editors and columnists will be dimmed by the passing of this gentleman whose letters undoubtably influenced their, and my, thinking.

Why complaints should be made in writing

COMPLAINTS are best avoided, but not ducked. By that I mean the systems and procedures in place should be designed (and monitored) to target on giving 100 per cent customer satisfaction at all times.

But when a complaint is received it should be taken seriously, properly investigated, and action taken to prevent its re-occurrence. To simply try to get complainants out of the way, not heed what they are saying, and do nothing about it, is utter folly.

To that extent I agree with Dr Caroline Cahm's letter (*CBW*, 18 May 1996) that requiring complaints to be made in writing should not be used as a complaint avoidance tactic. While it is a rule which can perhaps be employed with some flexibility in appropriate circumstances I, nevertheless, do believe the normal requirement has to be for complaints to be made in writing or, alternatively, recorded in writing by the person receiving them and then signed by the complainant as fully and fairly representing the matter.

While this may be a little more taxing than what the average complainant and the National Federation of Bus Users would desire, the reasons to do so are simple and compelling. In cases where the complaint relates to the conduct of a member of staff there may be disciplinary connotations.

Even if not triggered by the instant event because it is of a minor nature, it may become part of a cumulative case-history. If a complaint is a matter which may at any time be used in evidence in any sort of disciplinary hearing it is essential it is well documented.

It is even more important that the details and the extent of any complaint are recorded in writing as soon as possible after the event where there is any possibility whatsoever of the passenger seeking compensation. Although package holidays are the obvious example of exposure to that risk, there are many other circumstances where complaints may be the precursor to claims.

I would certainly want complaints made in writing where the passenger had suffered any loss or injury of any nature — whether it was a cut or bruise caused on a vehicle, mislaid or damaged luggage, or missed connections.

Although I fully accept the need for operators to have a customer-friendly approach to complaint handling and actioning, it would be folly to make it so laid back that they left themselves less well able to defend any actions which might arise from the complaints.

LETTER OF THE WEEK

Accepting no-seatbelt tender is unjustifiable

From Mike Walton

Martin Perry of Bromyard Omnibus Company is quite right to point out the problems for rival operators of reconciling the need for more accessible buses with seatbelts on school transport (*CBW*, 18 May). His implication that these problems are not appreciated by Hereford and Worcester County Council transport staff is, however, entirely incorrect.

The safety advantages of seatbelts on school transport have been much debated in your pages. Whatever the views of operators and county officers, there is no doubt in the public mind that seatbelts are needed on 'school buses'. The fact that legislation has laid down such a requirement implies that government accepts the safety arguments for seatbelts.

The officers of the education and public transport sections of the county council have worked together in consultation with operators to produce a policy regarding seatbelts. They are answerable to the public through elected members. They together decided that accepting a tender for a school contract without the provision of seatbelts would be impossible to justify to the public, who, I am sure, care little about whether the vehicle can or cannot exceed 60 mph.

In these circumstances we can but accept any problems the policy will cause for rural bus services. I think government must address the question of whether full accessibility is the correct goal for the sort of services of which Mr Perry writes, as I suspect it would sound the death-knell for many of those services. I should, however, be happier reading Mr Perry's comments if I really thought he was considering purchasing an Optare Excel for contracted services. His present services are operated with vehicles which do not even approach DPTAC standards.

Mike Walton
Hereford and Worcester County Council
County Hall
Worcester
Hereford and Worcestershire

Write to: The Editor
Coach and Bus Week
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Keep those letters rolling in. If requested, we will publish them anonymously, but always include your full name (ie first name and surname), address and telephone number

CORGI CLASSICS

Letter of the week wins a Corgi Classics model bus

Comments incorrect

From Janet O'Neill

I refer to your editorial (*CBW*, 11 May) in connection with the accident in the Leeds area recently involving two double-decker buses.

BUSK (Belt Up School Kids) agrees with you as far as information being sketchy. Perhaps the media did avoid bringing in an industry spokesperson to comment, as you suggest — they contacted Pat Harris instead, who clearly stated that seatbelts could not be fitted to double-decker buses. She made no mention of the age of any vehicles as implied by *CBW* and was answering a question put to her.

However, what *CBW* failed to inform your readers of was that Pat Harris was speaking on a general basis, did not comment on the accident, which is BUSK policy, and explained that a good starting point for safer travel is to make sure the vehicle hired is roadworthy and driven by a skilled PSV licence holder.

Listeners would also have heard Pat Harris state that most parents are perfectly happy with their children travelling by double decker provided the children are seated one per seat, adult supervision on both decks is supplied by the LEA, and the double decker is using a town service route, for which this type of vehicle was built. When these types of buses are used on dual carriageways and rural areas is when BUSK and parents object. BUSK always encourages parents to demand the hirers use coaches instead.

Perhaps *CBW* listened to the recorded interview between the BBC and Pat Harris — listeners who heard the live interview, which would not have been edited, would have to agree your comments are incorrect.

Janet O'Neill
BUSK
Nr Usk
Gwent

Decision was harsh

From Simon Nicholas

As a regular visitor to the seaside town of Weymouth, I followed the so-called bus war between Southern National and Weybus with great interest. Having read (*CBW*, 13 and 20 April) of the decision by Air Vice Marshal Ronald Ashford to ban Southern National from service 1 (Weymouth - Portland) I felt I had to comment on the matter.

Deregulation is very biased towards the newcomer to service registration, allowing the operator to run where and when it likes which, in most cases, involves timing services just ahead of the incumbent operator, usually allocating the same driver to the same route and, if possible, allocating waiting time at the major terminal into the schedule. As deregulation has proved, there is little passenger loyalty, and therefore, within weeks of a new operator beginning a competitive service, the incumbent operator loses a great many of its passengers to the newcomer.

Illegal duplication of service registration is not new. I do not condone the action Southern National took in duplicating its registrations but sympathise with the reasons given by the company for taking this action.

Deregulation fails because it does not usually result in passenger growth. The arrival of a newcomer merely divides the existing passengers between extra buses. I will concede, however, that evening and Sunday services in the town have improved since the arrival of Weybus.

I, therefore, believe that Air Vice Marshal Ashford was harsh in banning Southern National from the Portland service. The company is a major employer in Weymouth, an area badly hit by the closure of the Portland naval base, and banning this operator from this very important link, especially during the busy Summer months, could possibly put the viability and future of the Weymouth depot in doubt. How is this intended to promote healthy competition in the long term?

I believe the way forward should be for Air Vice Marshal Ashford to temporarily suspend his directives in a bid to encourage both operators to introduce joint timetables on the routes in which they compete, possibly with joint ticketing. This would involve both operators making sacrifices in the number of vehicles they employ on the road, thus reducing the severe overbussing in the town and give the general public reliable timetables while retaining the option of choosing which operator to use.

Simon D Nicholas
Llantwit Fardre
Mid Glamorgan
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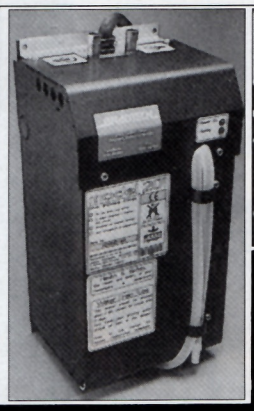

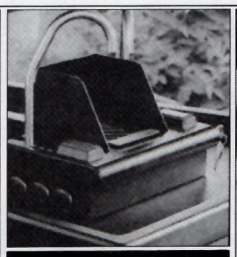

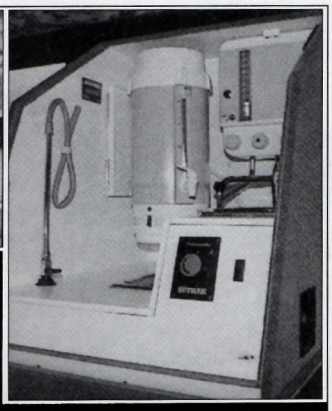

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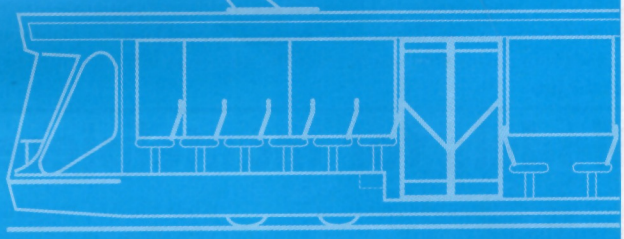

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Postage stamp park

IS this the smallest coach park in the country? In the South London suburbs, it boasts two, or rather one and three-quarter, spaces. Bromley Council's grandly-titled Churchill Way Coach Park offers one 12-metre bay and another of 9.5 metres.

Handy for the extensive shopping centre and Churchill Theatre, it is rather tucked away off the High Street. For those drivers unfamiliar with the territory, finding the facility might well test their navigational abilities.

Perhaps that is just as well with such a limited capacity; though on the day this photograph was taken, the only vehicle evident was a private car.

Strengths of the bus

THIS week Maidstone Borough Council staged a race along the London Road commuter corridor into Maidstone town centre. Gladiator Sharron Davis took the Park & Ride bus, her husband and Gladiator trainer Derek Redmond got on his bike, while TV presenter Jenny Powell went into town by car. The aim was to prove that bus and bicycle travel is not as slow as often perceived. While the result is a foregone conclusion — we hope — and the race is admirable publicity for the Maidstone Initiative for Sustainable Transport, we doubt if the organisers could contemplate such a stunt without having first put in place the necessary infrastructure to support the bus.

Models for mantelpieces

AMONG over 20 new releases from Corgi is a limited-edition model of the Finglands AEC coach which carried the victorious Manchester City football team that won the cup 40 years ago, and three vehicles from the modern era.

While the AEC might find favour with those City fans wanting to forget last season, the 1:76 scale Van Hool Alizee, Optare Delta and ECW-bodied Leyland Olympian should find wider appeal among operators. CBW

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The Clarkes Story

Clarkes of London proudly displays the logo 'Top British Coach Operator' after winning the highly-coveted Coach Operator of the Year and Overall Coach Operator of the Year at the 1995 CBW Coach Industry Awards. Bill Clarke lifts the veil on some of the secrets behind its success

COACH AND BUS WEEK
COACH INDUSTRY AWARDS 1996/7
IN ASSOCIATION WITH THE COACH TOURISM COUNCIL

FROM humble beginnings, we are modestly proud of our current achievements and successes. My parents, Snowie and Ciss Clarke, would never have believed that 32 years later Clarkes of London would be voted the 'Best Overall Operator' in the country.

The ethos of the company is based upon a tradition of excellence and a consistent belief that there is always room for improvement. As a family firm, the company has an inbuilt concern for quality, which is the starting point for our professionalism. All four family members (Bill, Tania, Debbie and Paula) play an active role in the management of the company and the pursuit of our goals.

"The company is driven by what our clients expect of us, our ability to respond to their needs and our principle never to take them for granted."

Our business has grown substantially over the last 32 years through strict adherence to our core values. The foundation of these core values reflects the early work undertaken by Bill and Tania Clarke. Our open style of management and highly-responsive approach to our cus-

Sealed with a kiss: Bill and Tania Clarke celebrate winning 'Best Overall Operator' at last years Coach Industry Awards

Clarkes' drivers have user-friendly handbook they can use as aide memoir, reference book, checklist and diary

tomer needs, along with our commitment to continuous improvement, have enabled our growth to be commercially prudent.

In 1992, the directors decided to move the depot from Minden Road to its current location at Kangley Bridge Road, Sydenham. Our reasoning behind the move was based upon two factors. The first was that, having outgrown the Minden Road Depot and having concern for the future we felt the move was prudent. We were also very keen to demonstrate our commitment to our staff, clients and the industry. The second, was to upgrade and consolidate the coaches and facilities, while developing new areas of business.

At the same time, the directors knew there was a need for internal efficiency improvements, more formalisation and greater attention to detail. This we have achieved through a pro-active management approach, a process of self examination and a commitment to 'Best Practice'. The methods used include the Investors in People initiative, principles behind the ISO 9000 quality assurance, and a belief in a total quality management philosophy, the key factor being the commitment by all four directors to achieve their vision of being 'Simply the Best'.

The company embarked upon an extensive health check in every possible sense. Reviewing method, service failure, strengths, weaknesses, future plans, staff opinion, financial constraints, market trends and the individual vision of the directors.

CLARKES CODE HANDBOOK

The nature of the coaching industry throughout Europe necessitates a well-informed driver and fully-briefed and experienced traffic department, who need to be able to understand the difficulties in communications. The opinion of the directors was unanimous and a working handbook was developed for use by the drivers. This handbook enables drivers to use it as an aide memoir, reference book, checklist and as a diary. It was essential for the handbook to be very user friendly and easy to carry around.

RECRUITMENT, INDUCTION AND TRAINING

The next area under consideration had to reflect the quality of our staff, our recruitment method and our ongoing development of people. So we embarked upon a complete review of our selection and recruitment process followed by careful consideration of induction of staff to the company, training and performance appraisals. The changes made have undoubtedly formed the backbone to the company's current culture. The confidence and self pride within the workforce has directly evolved from this process of improvement and has emphasised the value behind this development.

'There was a need for internal efficiency improvements, more formalisation and greater attention to detail'

CLARKES TRAINING VIDEO

The directors believe we have achieved the right formula with our staff but this is only part of our commitment. We decided that a careful review of our training and development policy was needed. The policy has empowered each individual in the company to become an important player within the team and to have an active part in the company's future.

This commitment produced a training video, training needs chart and an active training programme. There are five key areas covered in the training video (history and background, operating procedures, safety regulations, customer care, system controls and immediate action).

The directors now consider that the foundations of 'best practice' are in place and that the process of review and evaluation ensures we are always looking for improvement. CBW

KIRKBY

Simple reason for buying B10Ms

DAVID Glover's reasons for buying two new Volvo B10M Plaxtons for his Ashbourne-based business are simple. "I can't fault Volvos," he said. "They're not a lot of trouble. As for Plaxtons, well they don't come a lot better and they're British, aren't they? I've always bought British bodywork, whether it's Plaxton or Duple. I've still got four Dominants."

Mr Glover, who started the business back in 1968 and now runs it with his wife Patricia, has bought new since 1978. The company now runs a fleet of 12 vehicles. The latest Volvos are both fitted with Premiere 350 bodywork and 53 seats. They are being used on Glovers' own UK and Continental tour programme and private hire.

UVG

Blosso
Red R

Operation which star one bus buys fou Mercedes anc

RED Rose Travel of Aylesbury started with one bus five years ago and has targeted growth through success with local authority tenders.

The first was an evening service for Buckinghamshire County Council, but others are now run for Hertfordshire and Oxfordshire. Now around 95

SCANIA

Centurys the Choice

IRIZAR Century-bodied Scanias have proved popular with Scottish coach operator Silver Choice.

After taking delivery of two Centurys for its touring programme last year, the East Kilbride-based company has now added two identical vehicles.

The two-axle coaches, based on K113 underframe, have seven-speed Comfort-Shift gearbox and Telma retarder.

They seat 49 to 51 passengers and are fitted with air-conditioning, toilet, video/two monitors/fridge, drinks machine, footrests, driver's door, and pneumatic side luggage flaps.

ALEXANDER

Newport continues to

SOUTH Wales municipal operator, Newport Transport, has continued its long-standing preference for Scania. It has taken delivery of its fourth batch of Alexander Strider-bodied buses on Scania N113 underframe, bringing the total number of Striders operated to 24.

They join 20 Alexander R-type double-deckers on Newport's services — and mean Alexander bodies are now fitted to 50 per cent of the company's 88-strong fleet.

"We are very pleased with the Alexander/Scania combination," said Edwin Marsh, Newport Transport managing director.

The first Striders marked a change in Newport's policy with single-deckers replacing double-deckers.

Mr Marsh said: "We want to retain existing frequencies but match capacity more closely with demand. The Striders, which can carry up to 62 people, are running

oming Rose

ed five years ago with new UVG-bodied a Dennis Dart

by Mike Morgan

per cent of its revenue is from tendered work.

Having acquired 12 O-licence discs, the company, run by Chris Day and Taj Khan, has embarked on a policy of updating its fleet to put it in a strong position for further expansion when more tenders come out. Four new UVG-bodied buses have been purchased: three Mercedes-Benz 709Ds; one M-B 711D; and a Dennis Dart.

Mr Khan said the Dart was "the cream of the fleet" and was used on service to Biscester.

Although Mr Day was previously employed by the well-known Aylesbury company, Red Rover, before working for Buffalo of Flitwick, any similarity between the former-Red Rover colour scheme and that used by Red Rose is apparently "coincidental."

ack Scania

on routes which do not justify the use of double deckers.

"Single-deckers are also more attractive to passengers. All of the seats are easily accessible and we are noticing a growing reluctance to travel upstairs, particularly among older people.

"There is also a marked reduction in vandalism, which not only contributes to a more pleasant travelling environment but helps cut our maintenance bills too."

ROBIN HOOD

Eurolink impressed with Cacciamali

ANDY Williams, proprietor of Eurolink, has taken delivery of a Robin Hood/Cacciamali luxury midicoach based on Mercedes-Benz 814D chassis. The vehicle was originally ordered as a 25 reclining seat air-conditioned coach.

However, Mr Williams was constantly in touch with the bodybuilder, Robin Hood Vehicle Industries, during the build programme and says he was so impressed with the quality of build and materials used he decided to upgrade the specification.

Consequently seating capacity is reduced to 22 plus courier and, although the boot space is reduced, this still leaves a large usable area. The coach boasts air-conditioning, Eberspacher, TV/video, radio/PA, deep tinted windows, side luggage locker, plug door, driver's door with electric window, and an interior lighting system with several options from bright to sleep mode, in different colours.

Classified

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CBW Coach and Bus Week

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(63128/AEC)

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1986 BEDFORD PJK 330
Turbo Minicoach
Plaxton Supreme, power steering, 5 speed box, 25 seats with tables, COF for 29, tested Nov '96, Telma, exhaust brake, Webasto heater, overhead luggage racks and coach spec.
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1974 DOMINANT I, express doors, Mk IV, Dominant front, tested May '97, **£2,000 ono. 1978, DOMINANT II,** express doors, top sliding window, new gearbox, good engine etc., **£3,200 ono. Tel. 01386 792426, 01386 792349.**
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1986 BEDFORD YNV, 57 seats, MoT September '96, Duple 320, other vehicles for sale, **£14,500 + VAT. Tel. 0141 952 0064.**
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Merc	709	R/Burgess	19	Coach	Mar 87	Jan 97	~~£13,500~~	£12,000
Merc	811	Coachcraft	24	Coach	Jan 88	Feb 97	~~£16,000~~	£13,500
Merc	609	R/Burgess	23	Coach	Apr 88	May 97	~~£15,000~~	£13,000
Merc	609	R/Burgess	23	Coach	June 88	June 96	~~£15,000~~	£13,000
Merc	609	Advance	20	Coach	Aug 88	July 96	~~£15,500~~	SOLD
Merc	507	R/Burgess	16	Coach	Nov 88	Aug 96	~~£10,500~~	£8,750
Merc	609	M 2 M	24	Coach	Jan 89	Oct 96	~~£16,000~~	£13,500
Merc	407	R/Burgess	15	Coach	Mar 89	May 97	~~£9,000~~	£8,000
Merc	609	Alexander	24	Coach	Apr 89	May 97	~~£16,000~~	£13,500
Merc	609	R/Burgess	20	Bus + 6	Sept 89	June 96	~~£15,500~~	£14,000
Iveco	49.10	Robin Hood	25	Bus + 6	July 87	May 97	~~£8,250~~	£5,750
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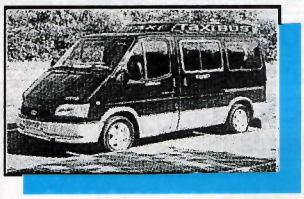
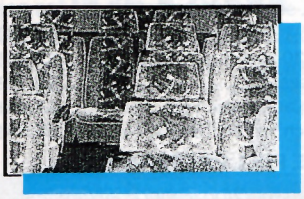
MERCEDES PROTECT and AX-S. Our latest range of wheelchair accessible and safety buses now includes the Mercedes Benz 711D. All have full safe passenger cells and certified seating.

SHUTTLE RANGE. From 8 to 14 passengers with options for genuine wheelchair access, our range of smaller luxury transporters are economical and truly exotic.



TAXI and TAXI BUS. Jubilee invented the 8 seater Taxi Bus concept and now offer an amazing array of 7 and 8 seater private hire and full twin door Hackney accessible Taxis.

CRASH TESTED SEATS & BELTS. Jubilee were the first independent company to carry out testing on seat and seat belt anchorage with Lloyd's of London Accreditation. We are the experts.



QUALITY and LUXURY. All Jubilee vehicles are finished to the very highest standards in the UK today. We have never built mundane vehicles and our quality is unsurpassed.

SERVICE and STAGE CARRIAGE. Our range of modern service buses and Dial a Ride buses encompass many new DpTAC features offering modern, easy to operate units at affordable prices.

AMBULANCE RANGE. Patient transfer High dependancy and Dual Role. Options include lowering suspension, hidden ramps and chairlifts.

RENAULT MASTER. Whether it's an executive 15 seater with luggage or a simple contract bus, we absolutely guarantee that no one builds it better than Jubilee.

8 SEATERS – TAXI & TAXI BUSES

G LDV 200 Series. 8 passenger with loads of luggage space. First class condition. Unbeatable value at only **£3,995 or £23 per week.**

K-L RENAULT TRAFIC D. 8 seaters. Choice of 4 super low mileage units. Various specs and trims from only **£7,995 or £43 per week.**

K FORD 2.5 D Automatic. Twin side doors. 8 seater with occasional table. Finished in blue. **£9,995 or £54 per week.**

L LDV 2000. Deluxe taxi bus with M2 seats, front luggage pen and wheelchair tracking. Super luxury trim and interior, from only **£9,995 or £54 per week.**

L VOLKSWAGEN T4 D. Super luxury 8 seater Taxi buses. Choice of 3 high specification models inc M2 lux seats/belts, from **£12,995 or £69 per week.**

L FORD 2.5 GL. Full luxury spec, rear tailgate, in unmarked silver coachwork, unbeatable value. **£8,995 or £49 per week.**

L PEUGEOT BOXER D. 8-11 passenger luxury shuttle. Lux M2 seats. Hi specification. Wheelchair tracking. **£12,995 or £69 per week.**

M FIAT NEW DUCATO. Super luxury 8 seater executive. **£12,995 or £69 per week.**

M FORD 2.5D. Luxury taxi bus. 8 M2 hi backed seats/belts. Front luggage pen. Wheelchair tracking. **£13,995 or £74 per week.**

M VW CARAVELLE 2.4D. This truly exceptional example comes with PAS and a host of extras, full VAG history, must be viewed. **£13,995 or £76 per week.**

M FORD 2.5 TURBO D. Twin side door. Latest model super luxury 8 seater with wheelchair access. Fully loaded. **£15,995 or £87 per week.**

M LDV 200 D Series. Choice of 3. Luxury 8 seaters offering style, performance and economy. Unbeatable from only **£9,995 or £54 per week.**

N FORD 2.5 D. Executive spec. Luxury 8 seater Taxi bus. Very low mileage, latest specification. One only at just **£14,995 or £70 per week.**

N FIAT DUCATO D. New lux M2 conversion to very high spec. Beautiful looking vehicle. Wheelchair tracking etc. **£14,995 or £70 per week.**

STOP PRESS – JUST ARRIVED

New FORD EUROCAB. 8 seater.

New FIAT SCUDO. 7 seater taxis – unbelievable.

New NISSAN 2.3 D. Cargo. Hackney style twin side door. 7 seater Taxis. Choice of Private Hire or Full Hackney specs from just **£13,995 or £65 per week.**

New LDV 200 D Series. 8 seater Taxi buses. Choice of specs with wheelchair access and luggage pens etc. UNBELIEVABLE VALUE from **£11,995 or £56 per week.**

New RENAULT TRAFIC 2.0 D. 8 seater. Low floor taxi buses. Choice of colours and specification from just **£12,995 or £61 per week.**

New FORD TAXI and EURO CAB. 8 seater luxury Hackney Cabs with more options than you would ever believe. Come and see for yourselves. **£POA.**

8-12 SEATERS – SHUTTLES & BUSES

New RENAULT HI TOP D. Super luxury 8-10 passenger Shuttle Master with lux M2 seating. Luggage, wheelchair access, etc. **£17,495 or £82 per week.**

N FIAT DUCATO TDI HI TOP. 12 seater in red, lux trim, very low mileage, viewing essential. **£14,995 or £70 per week.**

K VAUXHALL MIDI. LWB Hi top Diesel. Low mileage, 8-12 passengers. Finished in blue. Excellent value for money. **£8,995 or £51 per week.**

K CITROEN 2.0D. Luxury 8-11 passenger Shuttle. Super lux trim and seating. New conversions. Wheelchair option. **£9,995 or £54 per week.**

K RENAULT Diesel. 12 seaters, choice of 2 super condition vehicles. Clean and tidy throughout from only **£7,995 or £43 per week.**

L VW TRANSPORTER. 12 seater, only 15,000 miles, finished in brilliant white, rare opportunity at only **£10,999 or £59 per week.**

L PEUGEOT BOXER D. 8-11 passenger luxury shuttle. New high specification conv with M2 lux seating etc. **£12,995 or £69 per week.**

L LDV HIGH ROOF 2.8D. LUX. 12 seater with M2 seats on tracking. Front entry. Lux spec **£11,995 or £56 per week.**

G RENAULT TRAFIC. 12 seater. Excellent condition throughout. Must be seen to appreciate. **£5,995 or £35 per week.**

14-16 SEATERS BUSES & COACHES

N FIAT DUCATO 2.5D MAXI. Just 7,000 miles, M2 seats/belts, an opportunity not to be missed. **£15,995 or £75 per week.**

J LDV 400 TURBO D. LWB, 16 passenger luxury mini-coach. Side door. Excellent condition. Super value at only **£7,995 or £47 per week.**

J LDV 400 D. LWB, 16 pasenger mini-bus with cloth trim. Beautiful condition, low recorded mileage. **£7,995 or £47 per week.**

K LDV 400 D. B LWB. 16 passenger mini-bus. Deluxe cloth trim. Optional roof rack and rear ladder. Bargain at only **£9,995 or £54 per week.**

K LDV 400 TURBO. 16 passenger mini-bus with front entry, coach spec, Deluxe cloth trim. Only **£11,995 or £58 per week.**

L FORD 190D. Extra hi-roof. Super luxury 14 passenger mini-coach with lux M2 seats and diag belts, etc. New conv. **£16,995 or £93 per week.**

L LDV 400D. Luxury 16 passenger executive mini-coach with M2 lux seats/belts. High line windows. Drop step, etc. **£16,995 or £93 per week**

L RENAULT MASTER CRUISE MASTER EXECUTIVE. Super Luxury 14 seater with boot & U.F. luggage. **£16,995 or £93 per week.**

M LDV 400D. Executive 16 passenger mini-coach. Fully loaded. M2 lux seats and belts and much, much more. **£18,995 or £105 per week**

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IONS & BUS CENTRE LTD

t condition, low mileage used vehicles

Over 90 vehicles in stock

M LDV, 400D. H. ROOF. Luxury mini-coach. Choice of 4 – from only **£17,995 or £98 per week.**

New LDV PRO-TECT. 2.5D HI TOP. Luxury safety bus. Lux hi-back M2 seats and belts. Full safety cage. **£24,995 or £117 per week.**

New RENAULT MASTER. Cruisemaster Executive or Conveyor. Including our innovative 15 seater with full luggage from **£18,995 or £89 per week.**

New LDV Luxury Cruisemaster and Conveyor 16 seaters. Choice of specification and options from just **£18,995 or £89 per week**

New IVECO FORD 49-10 TD. Executive Pullman. It's in stock right now! The most elegant 16 seater with full luggage. **£POA.**

17-24 SEATERS COACHES + BUSES

L IVECO 49.10TD. 19 seater, power door, super condition. **£18,995 or £105 per week.**

92 TALBOT TRIAXLE. Voll body. New 18 seater luxury conversion. Less than 2,000 miles recorded. Hidden lift. Belts. **£23,995 or £132 per week.**

M REG LDV 400. Factory bus finished in gleaming white and only 17,000 miles from new, superb value at **£13,995 or £76 per week.**

New IVECO FORD 49-10TD. 19 seaters with coachpower door. Choice of midi-bus, service bus or luxury coach. From **£28,995 or £139 per week.**

New RENAULT B110 MESSENGER TD. 18 seater front entry lux midi buses or lux coach with rear boot. Excellent value from **£28,995 or £139 per week.**

New MERCEDES BENZ. Super luxury executive mini and midi-coaches. 18 to 24 passenger with large boot. From only **£37,995 or £187 per week.**

New MERCEDES SERVICE BUSES or Dial a Ride Units. Low step and DpTAC features. Choice of power doors, etc, from **£33,995 or £165 per week.**

FINANCE AND LEASING

As Licensed Credit Brokers. Jubilee can offer an extensive range of finance and leasing plans tailored to the individual requirements of our customers.

Our finance lease plans offer the advantage of low low outlays or even NO DEPOSIT, with your part exchange covering the full amount. Add to this 100% TAX RELIEF and you can see why many of our long term customers come back for more and more.

PLEASE ASK FOR AN INSTANT COMPUTER GENERATED QUOTATION.

Plus – WE ARE SO EASY TO FIND

Just 2 miles from Junction 9 of the M6

and 2 miles from Junction 1 of the M5

SO WHY NOT COME ALONG AND SEE US ... YOU'LL BE GLAD YOU MADE THE EFFORT!

WHEELCHAIR ACCESS VEHICLES

G FORD 190. LWB. Semi-hi-top with fully automatic Ricon chairlift and tracking for up to 3 wheelchairs. Only **£7,995 or £47 per week.**

H FORD 190. LWB hi-roof. Lux trim. Seat belts. Fully automatic wheelchair lift. Tracked seats etc. **£9,995 or £59 per week.**

H FIAT DUCATO MAXI. LWB hi-top. Lux trim, Ricon fully automatic chair lift. Tracked and fold back seats. **£9,995 or £59 per week.**

L FORD 190D. LWB extra hi-roof. Luxury 14 passenger wheelchair access bus. Underfloor chair lift, seat belts. **£19,995 or £110 per week.**

L FORD 190D. LWB extra hi-top. Executive wheelchair access mini-coach. New M2 lux conversion. Underfloor lift. **£21,995 or £123 per week.**

PLEASE NOTE. Most of our 8 seaters and shuttle units have wheelchair facilities. Please telephone for further information.

New RENAULT MESSENGER TD. 15 passenger M3 certified, with flat floor and underfloor lift. Up to 8 wheelchairs. From **£33,995 or £168 per week.**

New RENAULT MASTERS. With our superb hidden chair lift system which offers true dual role usage, luxury and access from **£23,995 or £113 per week.**

New IVECO FORD AX-S TD. Up to 18 passengers or up to 10 large wheelchairs can be accommodated in comfort and style. From **£32,995 or £155 per week.**

New LDV 400 AX-S. Jubilee now offers over 100 variations on the LDV AX-S including level floor with M2 seats. From **£23,995 or £113 per week.**

New MERCEDES AX-S. Our range of wheelchair accessible Mercedes offers the highest possible specifications in the UK today. **£POA.**

LUXURY PEOPLE CARRIERS

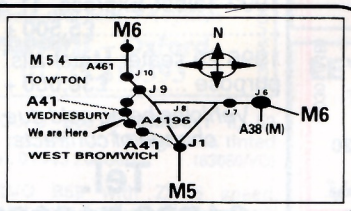
Buy, finance or lease

M NISSAN SERENA 2.0 D SLX. 5 door, 7,000 miles. Metallic blue/green. Mint condition and fully loaded. Choice of 2 from **£10,995.**

M VOLKSWAGEN CARAVELLE GL. Diesel, mint condition. **£12,995.**

K RENAULT ESPACE 2.0 RXE. Top of the range 7 seater in metallic charcoal. All refinements and luxury options. **£11,995.**

J RENAULT ESPACE 2.0 RXE. Very low mileage. Finished in unmarked red coach work with luxury RXE trim. **£11,995.**



IVECO 49-10 EXECUTIVE PULLMAN. Either 16 passengers with a huge boot or 19 passengers and a small boot. This superb value for money range of luxury mini coaches is unbeatable.

PRO-TECT RANGE. Over 40 safety features including: Full roll over cage, twin impact bars, crash tested seats and belts, USA safety spec, fire systems etc, etc.

MERCEDES LUXURY COACHES. From 12 to 24 passengers with options for plug door, crash tested seating and belts, TV, video, air con, PA systems. Luxurious and stylish.

AX-S for WHEEL-CHAIR ACCESS. For several years now we have been recognised as the market leaders in producing wheelchair access vehicles which afford style and dignity to all.

RENAULT B110 MESSENGER TD. This superb vehicle accommodates up to 19 passengers or 16 with an enormous boot. It is also ideal for wheelchair access carrying up to 10 wheelchairs.

CONVEYOR RANGE. If you demand quality but insist on economy our Conveyor range is for you. Designed to offer stylish simplicity. The ideal bus for local contracts.

CRUISE-MASTER RANGE. Our superb 14-16 seater mini coaches are seen everywhere in the UK. These are the vehicles which set you aside from the pack. True quality and luxury.

LIBERTY MOBILITY RANGE. Jubilee now offers the widest choice available for individual wheelchair access vehicles with over 200 specs and options on offer.

*Vat is applicable on all prices

2302 (5 lines) or After Hours 0973 179235.

Hilltop West Bromwich, West Midlands B70 0RZ

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CRYSTALS

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ENTERPRISE

Mercedes 814, 33 coach seats, high-spec to include: power door, tinted windows, large boot, luggage racks, reading lights, in-build now

£56,950 + VAT

LDV 400

Diesel Turbo, PAS, High-spec to include: 16 seats, radio/cass, 4 speakers, luggage racks, moquette centre roof panel, saloon heater quad vent, wheel trims, delivered to your door

£20,500 + VAT

CAN OUR COMPETITORS COMPETE WITH THIS?

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HARRY MITCHELL
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Mobile 0850 843426

(63506/MB)

Please phone for current stock list covering approximately 30 minicoaches

CARRIAGEWAYS

New Vehicles, all makes supplied
Dealer for Autobus Classique

1990 H REG TOYOTA, 6 cylinder Optimo, 18 reclining seats plus courier, lap belts, power door, large boot, test Oct 1996 ..... **£19,500**
1990 RENAULT TRAFIC, diesel, 12 seater, test October 1996 ..... **£4,500**
1989 MERCEDES 407, 15 seater, high roof, luggage racks, new test **£7,500**
1989 G REG TRANSIT, petrol, low mileage, new conversion, 16 seat lap & diagonal belts, luggage racks, test Sept 1996 ..... **£9,500**
1988 F REG MERCEDES BENZ 507D, Reeve Burgess, 16 seater, tested September **£8,950**
1987 RENAULT MASTER, diesel coachcraft, 13 seater + 1, underfloor luggage, test Dec '96 ..... **£4,450**
1987 E REG TOYOTA, 4 cylinder 5 speed Optimo, 21 seater + courier, power door, test Sept 1996 ..... **£10,500**
1986 MERCEDES 608, 21 seater, forced vent, test May 1997 ..... **£7,500**
1986 MERCEDES 608D, 20 seater + 6 standees, power door, test May 1997 ..... **£5,750**
1984 TRANSIT, petrol, 16 seater, Dormobile, high back moquette seats, test September 1996, repainted white **£2,500**

NON PSV
1988 E REG PETROL TRANSIT, 12 seater, shortwheel base **£2,950**

Tel: (01234) 740057 (Bedford)
or (0831) 372763
FRANK CHANDLER 24 HRS
CHRIS CHANDLER
0378 446865 (Mobile)
Vehicles Bought Part Exchange and HP (63176/MB)

MERCEDES 508D, 1982 Y Reg, Reeve Burgess Conversion, 19 high back seats, with luggage racks and boot, double fuel tanks, MoT 7/10/96, tax 30/11/96, good tyres, good condition, **£3,500 + VAT ono. Tel. 01740 620209 (Co Durham).** (63300/MM)

WESTERN COMMERCIAL

NEW STOCK
814 MERCEDES PLAXTON, Full luxury, 33 seats (1 week)
709 ALEXANDERS, 29 seats, stage carriage, diptac
811, 29/33 seat service spec, diptac
711 MERCEDES, 25 seats, coachbuilt, power door, deep boot
711 MERCEDES, 24 seats, van conversion, luxury coach spec, power door
609 MERCEDES VAN CONVERSION, 24 seats, power door, luxury
412 MERCEDES, 16 seater, luxury, seatbelts

USED
1990H TOYOTA OPTIMO, 21 seats, luxury, tv, etc, choice

(63359/MB)

BRIDGE STREET, NEWBRIDGE, NR EDINBURGH
CONTACT JOHN LEITCH on 0131-333 2001
or EVENINGS 01357 521888

DODGE MINIBUS 50 Series

Turbocharge, choice of 15.
For sale or spares.
Call for further details
01226 727769 (day)
Fax: 01226 727607
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(63559/MM)

1989 FREIGHT ROVER, 16 seats, lap and diagonal, diesel, PCV March '97 ..... **£4,000 ono + VAT**

1987 TWIN WHEEL TRANSIT, petrol, automatic, 11 seats, lap and diagonal, PCV Feb '97. **£4,150 ono + VAT**

WANTED

16 seats, power door automatic

Tel: 01932 561270
(Chertsey)

(63294/MB)

1987 FREIGHT ROVER CARLYLE

20-seater service buses, tested April/May 1997, fully reconditioned engines, currently in daily use. Choice of three.

£3,000 ono + VAT
Tel. 01286 660208

(63516/MM)

C REG FORD TRANSIT SERVICE BUS

16 seats, power door, taxed and MoT'd, in good condition and in daily use.
Reason for sale – too small for contract.

£1,800 + VAT ono
Tel. 01505 324254
Mobile: 0831 707607

(63510/MM)

CONNAUGHT P.S.V

Dealer for Auto Bus Classique

SUPPLIER OF THE NOUVELLE EXECUTIF 1995 MIDICOACH OF THE YEAR
1 ONLY, 29 SEAT EXECUTIF with courier. Available mid-June.

IMMEDIATE DELIVERY
MERCEDES 711D, 24 seats + courier, boot, lap and diagonal seatbelts.

USED VEHICLES
1992 K REG FORD TRANSIT, 15 seater, Deansgate conversion.
1992 J REG FORD TRANSIT, 14 seater.
1990 H REG MERCEDES 609D, 19 + standees, service bus.
1990 H REG FREIGHT ROVER, 16 seater Optare conversion.
1989 MERCEDES 308D, 14 seater.
1989 G REG BEDFORD MIDI DIESEL 4x4, 8 seater.
1986 C REG RENAULT MASTER, 14 seater.
1976 LEYLAND LEOPARD, 53 seater, Plaxton Supreme.

(60301/MB)

Telephone *Steve Peach* Tel: (01302) 770863/ (0836) 551020
Fax: (01302) 771666

Part exchange available on all new vehicles. Finance arranged subject to status.

1990 24 seater Mercedes, luxury ..... **£18,000 + VAT**
1989 19 seater Mercedes, dual purpose ..... **£13,000 + VAT**
1986 20 seater 608 Mercedes ..... **£3,250 + VAT**
1992 Talbot Express, 11 seats ..... **£5,500 + VAT**
1995 29 seater Marshalls, dual purpose ..... **£38,000 + VAT**

Vehicles being sold due to change of contracts

Tel. 01502 716989

(63261/MM)

LDV 17 SEATER DIESEL MINIBUS, 1994 (M) PSV, forward facing high back seats and belts, white, 5 speed gearbox, stereo, 1 owner, remainder of manufacturers warranty. **£11,450 + VAT. Tel 01782 595431, 0973 685969 or 0973 361193.** (63304/MB)

PLAXTON

1984 PLAXTON PARAMOUNT Ford Quest 80

53 reclining seats, lap belts, new ticket.

£15,000 + VAT ovno

Tel. 0116 238 7783 or 0370 366458

(63388/PLA)

1991 FORD TRANSIT MINIBUS, LWB, petrol, 15 forward facing seats, excellent condition, MoT February '97, taxed, ready to work, **£4,750 – no VAT. Tel. 0181 599 3675.** (63380/MB)

VW OPTARE CITYPACER, 1988, 25 seats, white exterior, grey/red moquette, MoT April 1997. **Tel. 01525 722222, Beds.** (63238/MM)

20-SEAT DODGE MINIBUSES with MoT's. **£2,950 + VAT. Tel. 0121 558 0087.** (62991/MB)

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SCANIA

ALIZEE H
choice of 49/53 with demountable toilet and with or without air-conditioning,

all available for immediate delivery

USED SCANIA
1993 K SCANIA K113 VAN HOOL, 49 recliners, toilet, radio/PA/cassette, double glazed.
1992 K SCANIA K93 PLAXTON PARAMOUNT 3200, 53 recliners + courier, radio/PA/cassette.
1990 G SCANIA K113 PLAXTON PARAMOUNT 3500, 53 recliners +

VOLVO
1993 K VOLVO B10M JONCKHEERE DEAUVILLE, 49 seats, toilet, drinks machine, radio/PA/cassette.

Reliable Vehicles Limited
SCANIA SCOTTISH DISTRIBUTORS
TELEPHONE: 0131-333 2362 FAX: 0131-335 3158 (63182/SC)

1986 SCANIA K112 Plaxton 4000, 71 recliners, toilet, PA, wired for video, 2 tables, reconditioned engine and gearbox, MoT October '96, **£47,500 + VAT. Tel. 01740 620209.** (63561/SC)

SCANIA K113, 1990 (G) Plaxton Paramount 3500, 53 reclining seats plus courier, double glazed, finished in white, Telma retarder, comfort shift gearbox, side blinds, rear curtains, excellent condition. **Tel. 0831 828507.** (63183/SC)

SEDDON

1980 SEDDON PENNINE, 49 seat coach, Alexander 'T Type' alloy body, retrimmed seats, semi-auto, Gardner engine, new test, very clean, **£6,250. Tel. 01698 870242, 01698 870289 (eves, w/ends).** (63562/SED)

SERVICE BUSES

SERVICE BUS, 1987, 31 seats, Mercedes 811D, excellent condition, 1 year test, **£16,500 + VAT ono. Tel. 01851 702114 (day) or 01851 830403 (eve).** (63565/SB)

SETRA

SETRA 215HD
1989, 49 reclining seats, Voith retarder, toilet, video/TV, fridge, water boiler, curtains and carpets, excellent condition, all usual Setra refinements.
£85,000 + VAT
Tel. 01375 845533 (day) or 01708 734624 (eves) (63292/SET)

SETRA 215 HD, 1984, 49 reclining seats, new clutch just fitted, **£36,500 + VAT. SETRA 215 HR,** 1990, used on private work, very good condition. **£78,000 + VAT. Tel. 01461 337854.** (63563/SET)

VOLVO

1988 B10M DUPLE 320
ZF 6-speed manual, 53 seats
£49,000 + VAT
Tel. 0181 800 8010
John Card
GREY-GREEN (63554/VO)

VOLVO

1984 VOLVO B10M BERKHOF ESPRIT
49 seats, toilet.
OFFERS IN THE REGION OF £26,000
Contact: J. Joslin
01438 746066 (63501/VO)

D REG VOLVO B10M
Fitted Duple Dominant Service bus body, 55 seats + 23 standing, new 1 year ticket, excellent condition, choice of 2.
£45,000 each
Ensign Bus and Coach Sales Ltd
Tel: 01708 631122
Fax: 01708 631086 (63171/VO)

VOLVO B10M
1984, Berkhof Esprit, 49 seats, toilet, fridge, drinks machine, TV & video, retrim grey graffiti, new engine, MoT November, excellent condition
£28,000 ono
Tel. 01475 725353 (Scotland) (63553/VO)

1982 B10M PLAXTONS
53 seat Supreme, choice of 2
Long MoT, **£23,500 +VAT**
51 seat Viewmaster, choice of 2
Long MoT, **£25,500 + VAT**
Both all white and retrimmed plus Telma, seat belts, PA system
***TAPPINS* – Oxford**
01235 819393 (63556/VO)

1980 VOLVO B58 DOMINANT II, 53 seater + courier, MoT December, tinted glass. **Tel. 01443 208600.** (63050/VO)

74 VOLVO B58 with ZF 6 speed, excellent mechanically, body poor, will deliver, **£4,000 ono. Tel. Blythswood Motors on 0141 221 3165 or 0141 639 6107 evenings.** (63397/VO)

THIS HIGHLIGHTED LINEAGE ONLY £18.50, gives you a greater chance of selling your vehicle.

VEHICLE SALES MISCELLANEOUS

AD COACH SALES

1994 (L) MERCEDES 814D, 33 seater coach, Autobus Classique II, forced air, reading lights, curtains, fixed seats, upholstery grey/red, power door, radio, PA, exterior white with blue & orange vinyl stripes.
1994 (L) MERCEDES 814D, 33 seater coach, Crystal conversion, forced air, reading lights, curtains, radio, PA, fixed seats with arm rests trimmed in grey/blue, power door, exterior white with blue & orange vinyl stripe.
1992 LEYLAND DAF 400, 20 seater bus, 5 standees, semi-Diptac.
1987 VOLVO B10M PARAMOUNT 3500, 50 seater, toilet, tv & video, new Volvo engine, retrimmed, finished in white.
1987 FREIGHT ROVER, 20 seaters, choice of 2,
1983 DAF SB PLAXTON PARAMOUNT 3500, 49 seater, toilet, etc., new MoT.
1979 LEYLAND LEOPARD, Duple Dominant, 53 seater.

VARIOUS 14-20 MINIBUSES
NEW PLAXTON BEAVERS AVAILABLE NOW!!!
TELEPHONE:
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OR MOBILE 0836 345304
DAY OR NIGHT
WANTED FOR CASH – YOUR SURPLUS VEHICLES
AD COACH SALES
NEWBRIDGE COACH DEPOT, WITHERIDGE
DEVON EX16 8PY (63177/VSM)

1982 VOLVO VAN HOOL, 48 seater, exec **£16,000**
1985 DENNIS DORCHESTER, 49 seater, exec **£16,000**
1987 DODGE Service Bus, 23 seater **£4,000**
1982 FORD PLAXTON, 51 seater **£4,000**
1973 BEDFORD 500, 53 seater **£1,000**
1977 BEDFORD 500, 45 seater **£1,000**
1987 SHERPA Service Bus, 20 seater **£1,400**
All prices + VAT
Tel. 01925 415299 (63381/VSM)

LEYLAND LEOPARD
1979 Plaxton Express
MoT Feb '96
recent retrim and paint
VOLVO PLAXTON
1976, air/leaf
MoT Sept '96
David Morris, Bromyard
Phone/Fax: 01885 482927 (63524/VSM)

VEHICLE SALES MISCELLANEOUS

BLYTHSWOOD MOTORS LTD
1175 ARGYLE STREET, GLASGOW
All Mercedes 2 years warranty or 200,000 kilometres

NEW MERCEDES 814L, coach spec, 37 seats, air suspension, p/door, large boot, **STOCK. £80,000**
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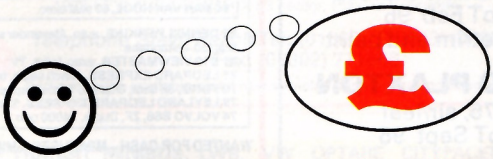

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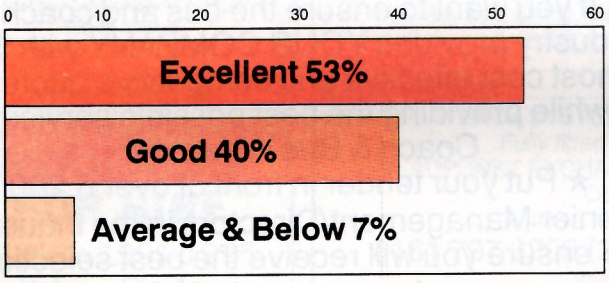

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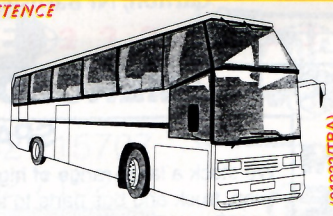

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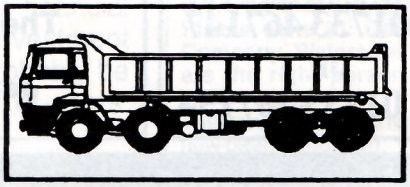

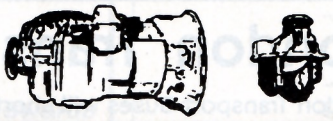

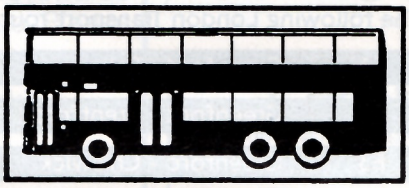

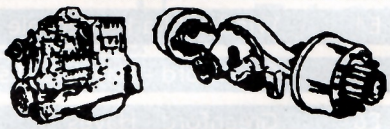

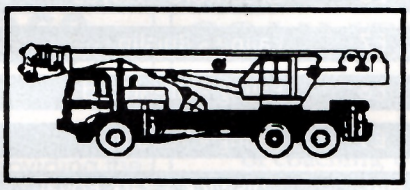

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(63523/APP)

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(63168/APP)

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I — I

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K — K

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Kirkby Coach and Bus
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L — L

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▼ Coach

Finn turns management structure on to its head

Scancoaches' new md Pekka Auro aims for 'a leaner organisation'

by Mike Morgan

SCANCOACHES, the Harlesden-based 43-coach operation owned by Veikko Kokkila, is now run by fellow Finn, Pekka Auro.

Mr Auro, 49, who has taken over as md, has been involved with transport management since 1977, having been traffic manager for a 50-vehicle business in Finland and more recently responsible for 220 vehicles when he spent two years with the United Nations in Zagreb, Croatia.

He told *CBW*: "Scancoaches has been successful with its high-quality service and I intend to further develop it. We have good vehicles and a good team."

His overseas experience brings benefits, says Mr Auro. "I believe that the Scandinavians have a lot to learn from the British way of working...and the British can learn from the Scandinavians.

"What I am bringing is a leaner organisation. I have turned the management pyramid upside down with the md at the bottom so that the drivers are nearer the top managers."

Martin Osin: ops manager

▼ Manufacturing

Holdsworth post

MINIBUS and motor caravan builder Cockburn Holdsworth has appointed a new operations manager. Martin Osin, 33, joins the Reading-based company from Airbags International of Cheshire, where he was engineering manager. Mr Osin is a graduate of Nottingham Trent University and also has a machine tool and fast-moving consumer goods manufacturing industries background. He has also worked for sunroof maker Tudor Webasto Group. His new responsibilities will cover key manufacturing and manufacturing services departments.

▼ Coach and Bus

MMC appointments

TWO recent three-year appointments to the Monopolies and Mergers Commission include: Dr Gill Owen, and Professor Martin Cave. Archie Forster and Dr Ann Robinson have been re-appointed for another three years.

▼ Bus

Trent depot manager

RICHARD Todd, 22, is Trent Buses new depot manager at Buxton. He is currently a Barton driver, having recently completed a transport management and planning degree at Loughborough University.

CBW Coach and Bus Week
The PSV industry's news weekly

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Coach and Bus Week is the news weekly for coach and bus operators. *Transit* provides vital analysis of, and information on, the UK public transport scene every fortnight. Together they make an unbeatable and invaluable package. All annual subscription rates include delivery by first class post. It is important to fill out all parts of this form. NB: *Transit* is not available on subscription without *Coach and Bus Week*.

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PLEASE ANSWER THE FOLLOWING QUESTIONS.
YOUR COMPANY DETAILS

1. What is your primary job title? (Tick one only)

Owner/Director ❒01
Senior/General Manager ❒02
Engineering/Service Manager ❒03
Other (please specify) ❒04

2. What is your company's main business function?

Bus Operator ❒01
Coach Operator ❒05
Coach & Bus Operator ❒02
Local Government ❒03
Other (please specify) ❒04

3. How many vehicles does your company own/operate? (Tick all that apply)

	Buses	Coaches
1-5	❒01	❒10
6-10	❒02	❒11
11-15	❒03	❒12
16-25	❒04	❒13
26-39	❒05	❒14
40-100	❒06	❒15
101-400	❒07	❒16
401-1000	❒08	❒17
1000+	❒09	❒18

4. Do you have responsibility for the recommendation/purchase and/or specification of the following? (Tick all that apply)

	Pur	Spec	Rec
Vehicles	❒01	❒12	❒23
Parts/Spares	❒02	❒13	❒24
Oil/Fuel	❒03	❒14	❒25
Breakdown	❒04	❒15	❒26
Insurance/Finance	❒05	❒16	❒27
Fuel Cards	❒06	❒17	❒28
Training	❒07	❒18	❒29
Venue/Attraction Tickets	❒08	❒19	❒30
Ferry Crossing	❒09	❒20	❒31
Hotel Bookings	❒10	❒21	❒32
Theatre Tickets	❒11	❒22	❒33
Other (please specify)			❒34

5. What type of work does your company undertake? (Tick all that apply)

Private Hire ❒01
Day Excursions ❒02
British Tours ❒03
European Tours ❒04
Local Government Contracts ❒05
Emergency/Breakdown Services ❒06

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Signed .....

Name .....

Job Title .....

Company .....

Address .....

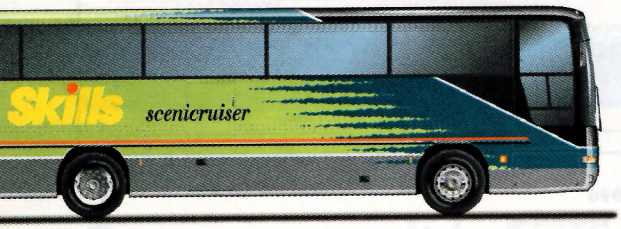
.....

Postcode.....Tel: .....

Return to: Kerry Young, *Coach and Bus Week*, Subscription Department, EMAP Automotive Ltd., Wentworth House, Wentworth Street, Peterborough PE1 1DS
or phone 01733 467051 *today*

"When Nigel Skill of Nottingham was asked about his new coach interior he was grinning from ear to ear!"

...It wasn't just the colour co-ordinating with his coach livery or the fact that matching moquette was used for the body side panels, the ceiling, the seat backs and the lower side luggage racks. It wasn't even because he knew it was the hard wearing , high quality he had come to except from Plaxton, ...no!, it was far more important than that. Because Nigel Skill of Nottingham had chosen his new coach Moquette without consulting his wife , Mrs Skill, ... but she liked it, and that made him very happy!.



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